



# BOARD POLICY AND REGULATIONS

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<p>A sponsorship is a mutually beneficial business exchange between the Library and an external organization (hereinafter the sponsor) whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations. Sponsorships involve an association between the sponsor and the Library and/or the specific program, event, service or activity being sponsored. Tax receipts are not issued for funds, products or in-kind services made to the Library. ....</p>		
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## **SECTION I: MISSION STATEMENT, VISION, VALUES, FUNCTIONS AND STRATEGIC PLAN**

### **A. MISSION STATEMENT**

We foster imagination and creativity, inspire life-long learning, and create community connections.

### **B. VISION AND VALUES**

#### **VISION**

A vital community space for learning, connecting, and exploring.

#### **VALUES**

##### **Collaboration and Strong Relationships**

- We collaborate with community partners and facilitate connections.
- We listen, learn, and build relationships with Indigenous communities.

##### **Equity, Diversity, and Inclusion**

- We reflect the diversity of our communities and welcome all patrons.
- We provide equitable access to, and support all forms of, literacy.

##### **Exceptional Customer Service**

- We go above and beyond to help patrons learn, discover, create, and connect.

##### **Intellectual Freedom**

- We champion access to information and exposure to diverse points of view.

##### **Organizational Responsibility**

- We are responsible with our resources and strive to operate our libraries in a sustainable manner.
- We are honest, transparent, and accountable with our public, our staff, and our stakeholders.

##### **Responsiveness**

- We strive to understand and reflect the diverse needs of the people we serve.
- We respond to societal changes, natural disasters, and emergencies.
- We embrace change, are innovative, and are creative problem-solvers.

## DIVERSITY AND INCLUSION STATEMENT

### Statement of Diversity, Inclusion, and Accessibility - updated November 17, 2025

It is the responsibility of Canadian public institutions, including libraries, to support a society that respects diversity and fosters social inclusion. The Okanagan Regional Library (ORL) is responsible for working with its communities to create services that diverse communities identify as respectful, inclusive, and accessible.

The ORL strives to deliver inclusive services by removing barriers, and affirming the dignity of those the library serves, regardless of heritage, education, beliefs, ethnicity, religion, gender, age, sexual orientation, gender identity, physical or mental health, physical or cognitive capabilities, or socio-economic status.

Library staff act to ensure that people can enjoy services free from any attempt by others to impose values, customs, or beliefs. (Adapted from the [CFLA Statement on Diversity and Inclusion](#).)

The ORL strives to:

- Identify populations that may be under-represented or hard to reach based on diverse life circumstances.
- Seek to understand how diverse community groups define and describe themselves.
- Listen directly to communities rather than relying on indirect sources such as statistical reports, other public libraries, or community service providers.
- Work with diverse communities to develop inclusive consultation and engagement processes.
- Work with diverse communities to determine appropriate ways to design, deliver, and evaluate services by eliminating barriers (attitudinal, physical, informal, systemic, technological, and sensory) and offering accommodations and alternative options.

ORL also endorses the Canadian Federation of Library Associations' [Statement on Intellectual Freedom and Libraries](#).

The ORL champions access to information and exposure to diverse points of view. The library as a public institution supports the free exchange of ideas as a fundamental part of democratic society. (See [Strategic Plan](#), page 5).

#### **Special Recognition Days** (New November 17, 2021)

As part of its strategic role in supporting learning and discovery, the Okanagan Regional Library each fall will have staff identify specific days for the following calendar year that will be notable system wide days. For these days the Library will coordinate with other system services to provide fact sheets, programming (passive and active) for our branches, and reminders using our website and other publicity about these days.

Questions that may be taken into considerations when selecting the annual group of days include:

- What best practices exist in other public library systems?
- Looking at the Strategic Plan, are they reflecting our diverse communities?



- What are branches already doing? Let's not repeat this work (i.e., Branches are already doing programming and displays for Spring Break, SRC, Science Literacy, Freedom to Read week, NaNoWriMo, and major holidays like Christmas, Halloween, Easter, etc.)
- When are staff already busy? Let's support our branches and fill gaps while avoiding being overwhelmed with work. Ideally avoid times staff are already busy such as during SRC/Spring/March Break and September when staff are on vacation or re-grouping from SRC (good time for system project?)
- Are these notable days relevant and current?
- What is reasonable for the Programming Teams to accomplish this year?
- What are our partnerships with other institutions doing that we can collaborate on? (e.g., UBC Okanagan Library).

### **C. FUNCTIONS OF THE OKANAGAN REGIONAL LIBRARY**

To assemble, preserve and administer in organized collections, books and related educational and recreational material in order to promote, through guidance and stimulation, and, communication of ideas, an enlightened citizenship and enriched personal lives.

To serve the community as a centre of reliable information.

To provide a place where inquiring minds may encounter the original, sometimes unorthodox, and critical ideas so necessary as correctives and stimulants in a society that depends for its survival on free competition of ideas.

To provide library materials to support educational, civic, and cultural activities of groups and organizations.

To provide opportunity and encouragement for people of all ages to educate themselves continuously, recognizing the Library as a prime adult educational institution.

To continuously identify community needs, and where possible to fill those needs.

To provide opportunity for recreation through the use of literature, music, films, videotapes and other art forms.

### **D. STRATEGIC PLAN**

The Strategic Plan 2024 – 2029 outlines the Library Boards Goals:

#### **Cultivate learning, literacy, creativity, and imagination**

We commit to:

- Foster the joy of reading and life-long learning.
- Grow our collections, programs, services, and spaces to advance learning and literacy.
- Offer hands-on creativity, skills-development, and maker-space opportunities.
- Embrace technology and grow digital literacy.

- Represent diverse voices and cultures.
- Broaden the reach of the library beyond its physical branches.
- Engage those who are not regular library users.
- Spark imagination.

### **Offer a welcoming, inclusive space to gather and connect**

We commit to:

- Optimize our spaces for flexible uses – quiet activities as well as social connections.
- Provide services and supports for disadvantaged / vulnerable community members.
- Expand our outreach to different demographic and equity-seeking groups to welcome them to our libraries.

### **Embrace local heritage and culture**

We commit to:

- Represent and highlight Indigenous culture, histories, and knowledge.
- Showcase local talent including artists, writers, musicians, and filmmakers.
- Offer and actively celebrate local community events.

### **Develop and nurture community partnerships**

We commit to:

- Deepen connections with community organizations and Indigenous groups.
- Facilitate connections between our patrons and community organizations.
- Engage and communicate with our community members.
- Collaborate with partners to offer diverse programs.
- Work with our local governments to integrate library planning with municipal planning and budgeting processes.

### **Strive for organizational and service excellence**

We commit to:

- Provide opportunities for staff to connect with each other, share knowledge, and build on successes.
- Reduce our environmental impact.
- Foster a culture of service innovation and adaptability.
- Provide ongoing staff training and development.
- Empower staff to serve our patrons' needs.
- Ensure all branches best meet access needs of patrons.
- Create and revise processes to optimize service efficiency and user experience.
- Measure and evaluate performance.

## SECTION II: BOARD ORGANIZATION AND STRUCTURE

### A. MEETINGS

#### General

All meetings of the Library Board and its committees follow the provisions of the Community Charter, to determine if a matter is to be discussed in an open or in-camera meeting. A formal motion is required to move any matter to an in-camera meeting from an open meeting, or vice versa.

#### Regular Board Meeting Schedule

There shall be four regular meetings of the Board in each year and such other meetings as the Board may decide. Regular meetings will be held in February, May, September, and November, except in years when municipal elections are held. In years when there is a municipal election, meetings will be held in February, May, September, and October. The Board Chair, Vice-Chair, Policy and Planning Committee Chair, Finance Committee Chair, and Personnel Committee Chair are elected annually from amongst the members at the February meeting. Signing officers are also appointed. The Board approves the Board meeting schedule for the upcoming year at the last meeting of the previous year. Final budget approval for a fiscal year takes place at the last meeting of the previous year.

#### Regular and In-Camera Board Meetings

1. All meetings of the Library Board and its committees abide by the regulations stipulated in the Community Charter for determining whether a matter should be discussed in a regular or in-camera meeting.
2. The Board may hold in-camera meetings as needed. In-camera meetings may be held prior to or following the regular open meetings, to be determined at the time of creation of the agendas and at the discretion of the Board Chairperson.
3. Senior management staff may be present at in-camera board meetings as required, but non-essential staff members are required to leave.
4. The minutes of these meetings will be approved during the subsequent board meeting, and any decisions made will be carried out in accordance with the board's direction. Revised May 17, 2023

In general, Board members are permitted to share in-camera items with their own councils in-camera where relevant. If an item is not to be shared in this way, a formal motion will be required.

#### Teleconference Board Meetings

Special Board meetings to deal with urgent matters requiring immediate action may be held at the call of the Chair or any two members of the Board, by notifying in writing, the other Board members at least three working days in advance. As with Regular meetings, each member must have an agenda package circulated in advance, and a quorum must be present.

A vote, weighted or not, according to Board Policy, may be taken at the Special Board meeting held via teleconference.

How voting as part of a Special Board Meeting via teleconference is to be conducted:

1. The Secretary shall call the roll, and each Board member present shall confirm their presence at the meeting.
2. The Board Chair or the Secretary shall read aloud the motion under consideration, and each member present will be asked for any comments they might have about the motion. After each member who wants to have commented, the motion shall be read aloud again, and the vote will be called. The Secretary shall call the name of the member, and the member shall say whether they vote for or against the motion. The vote shall be recorded by the Secretary.
3. The Secretary shall inform the Board Chair of the results of the voting and the Chair shall declare the motion to have passed or failed.
4. The results of the voting shall be recorded by the Secretary as a minute of the Special Board Meeting. Minutes of the meeting shall go to the next regular meeting of the Board for approval.

## **B. MEETING PACKAGES**

Regular and in-camera Board meeting packages consist of the Notice of Meeting, the meeting agendas, background information on agenda items and the FYI Package. Board and standing committee agendas shall state the meeting date, location, attendees, and the meeting start and end time. Any extension of the meeting time will be by a vote of the members.

Packages are prepared by the Recording Secretary to the Board and approved by the Chief Executive Officer and the Board Chair prior to distribution. Packages are sent at least five days prior to a meeting to allow Board members to review the package and are available to Board members online. The regular meeting package is uploaded to the Library's website at least one day prior to the meeting.

Correspondence addressed to the Board, which does not seem pertinent to the business of the Board, will be included as part of the FYI package. It will be moved to the correspondence section of the meeting agenda via a Board motion.

Minutes of Board meetings are to be marked "Not approved" and distributed to Board Trustees immediately following Board meetings. The Board Chair signs the minutes at the meeting at which the Board approves them. Approved minutes will be distributed only if a significant amendment is made at the time of approval.

## **C. CONDUCT OF MEETINGS**

Unless otherwise covered in these standard operating procedures, the conduct of meetings shall be in accordance with the parliamentary procedure laid down in Robert's "Newly Revised Rules of Order".

### **Urgent Matters**

If staff or Board members have an urgent matter which arises following the sending of the agenda package, but prior to a board meeting, they may request an agenda change at the beginning of a Board meeting to include the matter for the board's consideration. Staff will advise board members via e-mail of any known proposed changes to the agenda, and preferably include background information. The board will vote to add.

### **Delegations for Public Requests to Appear Before the Board**

Definition: A delegation is a person or group who appears before the Board to speak to a specific item on the agenda or to bring a matter to the attention of the Board.

- 1) The Library Board may consider requests for delegations on specific matters within its mandate.
- 2) Requests to appear before the Board as a delegation must be made in writing and received by the Library Board Chair and the Library CEO at least two weeks in advance of the scheduled meeting.
- 3) The written request must include the name of the delegation, the topic to be discussed, the purpose of the delegation, and any supporting documents or materials that will be presented.
- 4) The Chair and the CEO will review the request and determine whether it is appropriate for the delegation to appear before the Board. The Chair and the CEO will consider whether the topic is relevant to the Board's mandate, whether it falls within the Board's jurisdiction, and whether it is appropriate for the Board to hear the delegation.
- 5) If the Chair and CEO approve the request, the delegation will be added to the agenda for the next available meeting. If the Chair and the CEO determine that the request is not appropriate, a written explanation will be provided to the delegation.
- 6) Delegations will be limited to five (5) minutes.
- 7) Delegations may not use the opportunity to promote any personal, business, or political interests.
- 8) The Board will not consider delegations from ORL staff unions on the topic of contract negotiations.
- 9) The Board will not consider delegations regarding matters before the courts or that would involve the Library in litigation.
- 10) The Board will not consider delegations that are derogatory, defamatory, or discriminatory.
- 11) Delegations will be for information only with no obligation of the Board to make a decision.
- 12) Once the Board decides on a delegation request, that decision is final and cannot be appealed.

## Voting

Voting in all meetings of the Library Board and its committees follow the provisions of the Community Charter, which outlines the general rules as follows:

- (1) Unless otherwise specified, a motion, or any other matter before the board shall be decided by a majority vote of the board members present at the meeting.
- (2) Each board member is entitled to one vote on any question.
- (3) Each board member present at the time of the vote is required to cast a vote on the matter.
- (4) If a board member does not indicate how they vote, they are deemed to have voted in the affirmative.
- (5) If the votes of the members present at a board meeting are equal for and against a motion, the motion is defeated.
- (6) When an enactment requires an affirmative vote of a specified portion of all members of the board, this means an affirmative vote of that portion of the total number of members of the board.
- (7) The voting rules established by this section also apply to board committees.

Revised May 17, 2023

## Weighted Votes

- (1) Weighted votes will be conducted for the approval of the annual budget, ratification of employee group salaries, and changes to weighted vote motions.
- (2) In accordance with the Library Act, each board member has one vote plus one additional vote for each complete 1000, after the first 1000, of the population of its municipality or regional district.
- (3) Matters pertaining to policy are not subject to weighted voting.

All other votes that are not subject to weighted voting shall be decided by a simple majority.

Revised May 17, 2023

Representatives of First Nations that have signed a long-term service agreement with the Library Board and are sharing costs on the same basis as other members, shall have a weighted vote on the same basis as other members.

## Motions and Amendments

At the discretion of the Chair, motions other than “to accept” will be in writing and passed to the Chair. No more than two amendments to a motion will be allowed. The Chair will rule on intent in cases where the membership feels an amendment has changed the intent of the original motion.

## Signing Officers

Signing officers shall include the Secretary, plus the Chair or presiding officer at the meeting (usually the Vice-Chair).

Specifically, in the case of signing cheques, the signing officers shall include one of the Secretary to the Board, the Chief Financial Officer, the Directors of Public Services, the Director of Human Resources together with one of the Finance Committee Chair and the Board Chair.

All cheques of more than Ten Thousand Dollars (\$10,000) shall have both of two imprinted signatures and two manual signatures.

## **D. COMMITTEES**

Any Committee meetings may be held via teleconference.

### **Standing Committees**

Standing Committees are the Policy and Planning Committee, the Finance Committee, and the Personnel Committee.

Chairs of all Standing Committees are elected from amongst all members for a one-year term, at the first meeting of each year.

The chair of each committee, in consultation with the board chair, shall appoint a maximum of five members to a committee, for a term of one year, or until the succeeding committee member is appointed. A quorum is a majority of committee members. Committee members are appointed from a list of those members who have volunteered to serve on a committee.

### **Other Committees**

Other committees shall be appointed by the Chair at the pleasure of the board, at any meeting that considers the appointment of such committees necessary. All such committees shall have clear terms of reference, including the size and composition of the committee, approved at the same Board meeting establishing the committee, whenever possible. The term of these committee appointments shall be for one year, or until the committee is dissolved.

### **Nominations Committee**

The Okanagan Regional Library Nominations Committee is appointed by the Board Chair at the last meeting of each year. The term of the Committee ends with the election of new Committee Chairs, and a new Board Chair, and Vice-Chair, usually at the February Board meeting. The Nominations Committee, (three Board Members) as appointed by the outgoing Board Chair at the last meeting of the previous year, shall divide up the contact work, and report to the outgoing Board Chair, with a copy to the Chief Executive Officer, at least 10 days prior to the February Annual Board meeting, so that the Nominations Committee Report can be included in the February Board Package. Contact information for all Board Members is provided by Library Administration.

## **Ex-Officio Attendance at Committee Meetings**

The Library Board Chair may, but is not obligated to, attend all committee meetings in an “ex officio” capacity with the exception of the Nominations Committee. The Board Vice-Chair may attend in place of the Chair. Ex-officio attendance at a Committee meeting is not counted in determining if a quorum is present, and neither the Chair nor the Vice-Chair will have a vote when attending a Committee meeting on an ex officio basis.

As outlined in Section II of Board Policy (Board Organization and Structure), A. Meetings, the following positions are elected annually from amongst the Board members, at the annual meeting in February:

- Board Chair
- Board Vice Chair
- Policy and Planning Committee Chair
- Finance Committee Chair
- Personnel Committee Chair.

All Board members should be contacted by members of the Nominations Committee to determine who would like to run for any position.

## **E. BOARD GATHERINGS AND TRAINING**

### **New Board Member Orientation**

The Board shall hold a formal orientation meeting for new Board members whenever there are more than six new Board members appointed to the Board. All Board members and their alternates will be invited to the meeting. Should fewer than six new members join the Board in any year, the Board Chair and the Chief Executive Officer shall be responsible for the orientation of new members.

### **Board Retreats**

Board retreats may be held at the call of the Chair to discuss matters of interest to the Board, when sufficient time to discuss a matter is not available through regular Board meetings.



## **F. ROLES, RESPONSIBILITIES AND EXPECTATIONS OF TRUSTEES**

The Library Act lays out the role and status of the Library Board. The Board manages the Regional Library by making policy and financial decisions through discussion and motions passed at Board Meetings. The members of the Library Board are a corporation with the following powers and duties.

### **Roles**

The Board:

- Sets policies for managing its business and regulating the use of its facilities and services to the public.
- Appoints any committees that it considers necessary to carry out its business.
- Appoints and may dismiss a Chief Executive Officer.
- Enters into collective agreements with employees and sets the terms of their employment, including fixing remuneration and duties.
- May acquire land and lease or construct buildings for library purposes and may sell or otherwise dispose of land or buildings.
- May acquire and dispose of personal property (furnishings, equipment, supplies, books, etc.) for library purposes.
- May contract, for a term of not more than five years, for professional or other services for library purposes.
- May sue and be sued.
- May have a common seal and may alter or change it.
- Approves an annual report in the form approved by the Minister and ensures that copies of the report are sent to the Minister.
- Ensures that the Board's approved Strategic Plan is carried out in a timely fashion.

### **Responsibilities**

Board Members:

- Attend Board meetings or send an alternate.
- Read the Board package.
- Keep both library service and the will of the residents in their respective areas in mind while making decisions collectively at the Board meetings.
- Inform themselves about the Library and its services, participate in Board discussions, and ask questions to clarify reports, motions or issues that are not clear.
- Inform their local government about library issues and activities.
- Are an advocate for the Library system and the decisions and directions taken by the Library Board.

### **The Board expects that its members:**

- Have good listening skills.
- Are courteous to fellow Board Members, staff and public.
- Have good communication skills.
- Visit the branches as often as possible.

## G. CODE OF CONDUCT: RESPECTFUL WORKPLACE BOARD POLICY

New September 17, 2025

### Definitions

*Board* means the elected officials appointed by the constituents that comprise the Okanagan Regional Library District (ORL).

*CEO* means the Chief Executive Officer, the individual who is appointed by the Board as the head of administration for the Okanagan Regional Library.

*Chair* means a member appointed by the Board to conduct Board and Committee meetings.

*Member* means Board and/or Committee member of the Okanagan Regional Library District (ORL).

*ORL* means the Okanagan Regional Library District.

*Staff* means persons employed by the Okanagan Regional Library including but not limited to regular, part time, auxiliary, temporary and contract employees, and to persons representing or acting on behalf of the Okanagan Regional Library (including but not limited to contractors, volunteers and students).

### Foundational Principles of Responsible Conduct

In support of good governance for the ORL, members are committed to performing their functions truthfully, faithfully, and impartially to the best of their knowledge and ability.

Members must make decisions based on the ORL's service area as a whole, not just for their community, and exhibit the following principles:

1. ***Integrity*** –members are keepers of the public trust and must uphold the highest standards of ethical behaviour and are expected to:
  - make decisions that benefit each community of the ORL;
  - act lawfully;
  - be free from undue influence and not act, or appear to act, to gain financial or other benefits for themselves, family, friends, or business interests.
2. ***Accountability*** –members are obligated to answer for a responsibility that has been entrusted to them. They are responsible for the decisions they make as members.
3. ***Leadership & Collaboration*** –members must demonstrate and promote the key principles of the Code of Conduct through their decisions, actions, and behaviour. Their behaviour must build and inspire the public's trust and confidence in the ORL.
4. ***Responsibility*** –members must act responsibly, within the law and within the authorities of the:
  - *Local Government Act,*
  - *Community Charter,*
  - *Freedom of Information and Protection of Privacy Act*
  - *Constitution Act of Canada,*
  - *Provincial Human Rights Code,*
  - *Criminal Code,*
  - *laws pertaining to financial disclosures and employer responsibilities, and*

- *all relevant ORL policies.*

They must follow the letter and spirit of policies and procedures and exercise all conferred power strictly for the purpose for which the powers have been conferred.

5. **Respect** –members must conduct public business efficiently and with decorum, and must always treat each other and others with respect. This means not using derogatory language towards others, respecting the rights of other people, treating people with courtesy, and recognizing the different roles others play in decision making.
6. **Openness** –members have a duty to be as open as possible about their decisions and actions while respecting the need to keep confidential matters confidential.

## Meetings

1. Members will prepare themselves for meetings, listen courteously and attentively to all discussions before the Board, and focus on the business at hand.
2. Cell phones and other personal devices should be silenced during meetings.
3. Members will not interrupt other speakers, make personal comments or comments not relevant to the business of the Board, or otherwise disturb a meeting.
4. Meetings will provide an environment for transparent and healthy debate on matters requiring deliberation by the Board.
5. Members do not receive remuneration for their participation on the ORL Board or Committee meeting attendance.

## Public and Media Relations

1. The ORL Board Chair is the spokesperson for the ORL Board on Board matters.
2. The CEO or their designate is the spokesperson for the ORL on administrative and operational matters.

## Conflict of Interest

1. Members are to be free from undue influence and not act or appear to act to gain financial or other benefits for themselves, family, friends, or business interests.
2. A conflict exists when a member is, or could be, influenced or appears to be influenced, by a personal interest, financial (pecuniary) or otherwise, when carrying out their duty on the ORL Board:
  - Personal interest may include direct or indirect pecuniary interest, bias, pre-judgement, close-mindedness, or undue influence.
3. Members must appropriately resolve any conflict or incompatibility between their personal interests and the impartial performance of their duties as an ORL Board member in accordance with statutory requirements.

4. Members must fully disclose to the Board Chair and the CEO any direct or indirect pecuniary interest, and any bias or undue influence with respect to any matter immediately.
  - When Board members are uncertain whether a conflict exists, the situation must be immediately presented to the Chair for guidance.
5. Members must not use confidential information gained through their membership on the Board for the purpose of securing a private benefit for themselves or for any other person.

## **Gifts and Personal Benefits**

What are gifts and personal benefits?

1. Gifts and personal benefits include but are not limited to cash, gift cards, tickets to events, items of clothing, jewelry, pens, food or beverages, discounts/rebates on personal purchases, free or subsidized drinks or meals, entertainment, and invitations to social functions organized by groups or community organizations.
2. The following are not considered to be gifts or personal benefits for the purposes of this policy:
  - a. Compensation authorized by law, and
  - b. Reimbursement for out-of-pocket costs incurred for authorized travel, living and accommodation expenses associated with attendance at an event.

What gifts and personal benefits may be accepted?

1. Members may accept gifts or personal benefit from external individuals or community organizations that meet both of the following criteria:
  - It has a value of \$50 or less, AND
  - Is received as an incident of protocol or as an ORL representative on activities such as speaking engagements, technical presentations, business meetings and social obligations reasonably related to their role with the ORL.

## **Interactions with Staff**

1. The ORL follows the one employee model where members' point of contact with staff is the CEO.
2. Members are not to contact staff other than the CEO or designate.
3. Members are to direct inquiries regarding ORL issues or questions to the CEO and refrain from contacting other staff without first discussing the issue with the CEO whenever possible.
4. Advice to members from staff will be vetted and approved by the CEO.
5. Members will refrain from seeking opinions of staff directly.

6. In certain circumstances, the Chief Financial Officer, Director of Human Resources, or other members of the ORL leadership team may be required to interact directly with Board members. This is acceptable provided the CEO is aware of and approves of these interactions, and it is understood that the CEO's decisions supersede those of other leadership team members.

### **Confidential Information**

1. Members are permitted to share ORL in-camera items with their own councils in-camera, but not in open council meetings. If an ORL in-camera item is not to be shared with councils even in an in-camera capacity, the ORL Board must pass a motion indicating this.
2. Members shall not disclose or release to anyone confidential information acquired by virtue of the ORL, in either oral or written form except when required by law or authorized by the Board to do so.
3. Neither members nor staff shall disclose the substance of deliberations of an in-camera meeting until the Board approves a resolution to bring formerly confidential information to a meeting that is open to the public or releases the information to the public.

### **Sanctions**

Library Board members must uphold high ethical standards, professionalism, and compliance with the Board's Code of Conduct and Board policies. Disruptive, disrespectful, or non-compliant behaviour undermines the Board's integrity, effectiveness, and good governance.

If concerns arise, the Board Chair will first address them directly with the members through respectful and constructive means. If the behaviour continues or is serious, and informal efforts fail, the Board Chair will formally report the issue to the constituent Mayor, outlining the conduct and actions taken, and request the member's removal from the ORL Board.

## **SECTION III: LIBRARY MEMBERSHIP**

### **A. GENERAL**

The Library will serve all residents of the Okanagan Regional Library. A resident lives in any of the political jurisdictions that contribute to the Okanagan Regional Library's annual tax levy. A resident could also own property in any of the political jurisdictions that contribute to the Okanagan Regional Library's annual tax levy.

Service will not be denied or abridged because of religious, racial, social, economic, political status or sexual preference.

Okanagan Regional Library will provide service to non-residents upon application and payment of a fee as established by the Board, or upon application and proof of valid membership in another public library in British Columbia.

## **B. MEMBERSHIP**

### **General**

Okanagan Regional Library offers memberships in a variety of resident and non-resident categories upon application and satisfactory proof of identification.

Memberships are valid for a specified period of time as determined by the Board. Memberships other than e-cards may be renewed in person, over the phone or by email by verifying the patron's contact information either verbally or written. Revised Sept. 13, 2023

In the case of customers qualifying for membership through membership in another public library in British Columbia, proof of continuing good membership in the other library is required.

Membership in the Library entitles the member to all the services offered by the Okanagan Regional Library, provided that the member follows Library rules.

### **Resident Card Categories**

For residents of the Okanagan Regional Library, memberships are offered in the following categories:

#### **Adult**

Any individual 13 and over, card valid for 2 years.

#### **Junior**

Any child under the age of 13. Consent of parent or guardian is required to issue a membership card as parent or guardian is responsible for materials borrowed by their child. Card is valid for two years.

#### **Teen Access Card** New September 13, 2023

- Designed for patrons age 13 – 17 who do not have proof of residence.
- Requires one piece of ID with name.
- Card is valid for six months.
- Limit of 20 items borrowed, 20 holds at a time; no interlibrary loans are allowed.
- If record shows no late, lost, or damaged material after six months, the card gets upgraded to an Adult Resident membership.

### **Extended Loan**

A patron who is physically unable to come into the library and relies on a volunteer to deliver materials. May also be issued to a patron who is a resident of an extremely remote location within the ORL service area. Loans for this type of card are extended to six weeks. Card valid for 2 years or until expiry of medical or geographical need.

**Print Disabled**

Any individual who cannot read conventional print because of a visual, physical, or neural disability, including an impairment related to comprehension. A doctor's certificate or signature of another authorized person may be required. Loans for this type of card are extended to six weeks. Card valid for 2 years or until expiry of medical need.

**Print Disabled Junior**

Issued to print disabled members under the age of 13.

**Organization Cards**

Any organization operating within the jurisdiction of the Okanagan Regional Library requiring use of library materials by individuals in their employ. Applications must include a signature from a signing officer to authorize acceptance of any charges incurred by staff on their behalf.

**Organization/Company**

A Corporate/Company card is issued to organizations of a general class (business, daycare, etc.) Card expires December 31 of calendar year.

**Organization/School**

Recognizes that the school year runs from September - June. Card expires June 30<sup>th</sup> of the calendar year.

**Organization/ Extended Loan / Print Disabled**

Any organization operating within the jurisdiction of the Okanagan Regional Library and caring for individuals who are physically unable to travel to the Library. Loans for this type of card are extended to six weeks. Card expires December 31.

**Mail Patron**

Any individual who resides in a geographically remote region of the Okanagan Regional Library service area is eligible for Books-By-Mail service. Application is made to the Circulation/Allocations Coordinator. Card expires 2 years from date of issue.

**Branch / Office**

Staff cards are used for requesting and borrowing library material used in carrying out an employee's duties. Staff cards may also be used by branch staff to log-on visiting Internet users, or by staff to access online services to be used in the course of the employee's work. Loan periods must not be extended for items with customer requests. Staff cards do not accrue overdue charges. Library material for an employee's personal use may not be borrowed on a staff card.

**Access Card**

Any individual that is a resident but is not able to show proof of residency. Requires one piece of ID with name or a Letter of Verification from a partner organization, one point of contact, and approval from a supervisor. Card is valid for 3 months. Limit of 3 items borrowed, 10 holds at a time; no ILLS allowed. No late fees and no replacement card fee but lost and damaged fees apply. Does not apply to visitors who should be directed to BC One Cards or Non-resident cards.

## **Online Registration Card** Revised September 13, 2023

Any resident of the ORL service area can apply for a library card online. Online cards are valid for eight months from date of registration.

After that time, patrons must go to a branch to show ID and complete registration for a full access library card. Online card holders can place holds and check out up to five items at a time. This card does not provide interlibrary loan service.

## **Non-Resident Categories**

For non-residents of the Okanagan Regional Library, memberships are offered in the following categories:

### **Non-Resident**

Any person who does not hold a valid card from another public library in British Columbia and wishes to purchase library service for a fee. Card is valid for paid months from date of issue. Fees for three months are \$25, for six months are \$50, and for one year are \$75. Loan limits on Non-Resident cards are as follows: 20 items out, limit of 20\* items held. In general, due to vendor licensing requirements, non-residents are not eligible to use licensed electronic products such as eBook downloads. Interlibrary loans and item requests are not available to members holding three-month Non-Resident cards.

### **BC One Card**

All registered patrons of public libraries in British Columbia holding current, valid cards from their home library shall be given free service at any branch of the Okanagan Regional Library. Cards are valid for one year from date of issue. The only information sought from or released to a BC One Card library is confirmation that a customer's library card is valid and in good standing. Interlibrary loan service and licensed online services are not available to BC One Card members through the Okanagan Regional Library (BC One Card customers must request interlibrary loans and access licensed online services with their home library card).



## C. LATE FEES AND OTHER CHARGES Revised September 13, 2023

### Lost and Damaged Material

Items not returned will be set to lost 30 days after the due date. New, September 13, 2023

Customers are charged replacement costs for the loss of borrowed material. Customers are also charged for items damaged while on loan to their account. The Library reserves the right to assess damage and determine the need to withdraw damaged material from the collections.

Replacement costs for catalogued materials are at the ORL purchase price and are normally entered in the item record. The price entered is converted to Canadian dollars. Processing charges are added to the replacement cost of withdrawn items. Where no replacement cost is known, the default prices are as follows:

Adult fiction	\$31	
Adult non-fiction	33	
Junior fiction	21	
Junior non-fiction	24	
Picture books	20	
Book Club Kits	350	
Music CDs	20	
Audiobook CDs	38	
Daisy Format CDs	30	
CNIB taped books	30	
Feature Films	30	
Interlibrary Loan		Cost adjusted to amount charged by lending library
Kits	30	
Microfilm, per roll	55	
Multi-lingual	20	
Multi-Volumes	Variable	Cost is pro-rated for lost item.
Pamphlet File	5	
Paperbacks (Mass Market only)	12	
Periodicals	8	
Quick Reads	31	
Victor (Daisy) Players	500	

If a lost item is found in good condition and returned before the fee is paid, the fee for the item will be waived. If a lost item (paid) is subsequently found in good condition within six months of the date of payment, refund is made for the replacement cost.

## Repair Charges

Customers returning materials in a damaged condition will be charged a replacement fee or a physical repair fee as follows:

### ***Books***

Rebinding	\$12.00	
Mending	\$ 8.00	Maximum
Replacing Barcode	\$ 0.50	
Replacing End Pages	\$ 1.00	Per page

### ***Other Materials***

CD Cases		
Single	\$ 2.00	
Multiple	\$ 5.00	
DVD Cases		
Single	\$ 3.00	
Multiple	\$ 5.00	
CD & DVD Disc Repair	\$ 3.50/disc	
Victor (Daisy) Players		Actual charges passed on to the customer.
Kit Bag	\$ 2.00	
Taped Book		No charge

\*All prices include label and barcode.

Customers may choose to keep damaged materials if they have paid the full replacement cost for the damaged item(s). Unclaimed damaged items will be held for a maximum of 90 days.

## Service Charges

Replacement Card (including keyset card) = \$2.00

No charge for the replacement of worn or defective library cards.

**Processing Charges:**

Adult Fiction	\$ 5.00
Adult Non-Fiction	10.00
Book Club Kits	5.00/item
Compact Discs	5.00
Daisy Format CDs	5.00
DVDs	5.00
Jr. Print Materials	5.00
Kits	5.00
Large Print	5.00
Librarians' Library	10.00
Literacy Materials	5.00
Magazines	1.00
Pamphlet Files	1.00
Paperbacks	1.50
Reference Materials	10.00
Taped Books	5.00
Victor (Daisy) Players	15.00
YA Hardcover	5.00

**Sundry**

Overdue items believed returned to the Library by the customer will be searched for, for a period of three (3) months, after which the customer will be re-invoiced for replacement costs and processing charges if the item is not found.

Outstanding accounts exceeding \$50.00 are sent to a collection agency 90 days after items are due. Accounts associated with customers whose mail has been returned to the Library and who owe more than \$50.00 are sent to the collection agency immediately.

The Library will not accept donations or replacement items in lieu of outstanding charges or fees.

A \$40 charge will be made for NSF cheques (non-sufficient funds).

All customer cards which have not been used for two years will be deleted from the database, providing that the total amount owed is less than \$20.00, and that no items other than paperbacks or pamphlets are out on loan to the customer.

Financial records on patrons with outstanding accounts in an amount greater than \$20 will be kept for a period of six years. Outstanding fees will be waived, and account information relating to the debt erased, in the seventh year after the fee is charged to the account.

Notices, invoices, etc. will be sent to customers at times convenient and necessary for the successful operation of the Library system.

Charges for photocopying and all printing will be twenty-five cents (\$0.25) per page.

The Library is not responsible for damage to customer equipment used to play items borrowed from Library Collections.

## **D. SUSPENSIONS**

The use of the Library and/or its services may be denied for due cause. Such cause may be failure to return library material or to pay fees or charges, unacceptable use of access to the Internet, illegal and/or unethical use of the Internet, destruction of library property, disturbance of other customers or any other objectionable conduct on Library premises.

Borrowing privileges on physical material will be suspended if there is a lost item(s) on the customer record. Revised September 13, 2023

Access to the Internet may be denied for unacceptable, illegal, and/or unethical use of the Internet.

## **E. CONFIDENTIALITY AND PRIVACY**

### **Introduction**

The Okanagan Regional Library's legal authority to collect personal information flows from the Library Act and section 26 of the Freedom of Information and Protection of Privacy Act. Any personal information collected, used, or disclosed by the Library is in accordance with the Freedom of Information and Protection of Privacy Act. (FOIPPA)

### **What is Personal Information?**

Examples of personal information are name, age, home address, phone number, email address, IP address, identification numbers, reading choices, etc. Personal information does not include work contact information.

### **Collection of Personal Information**

When the Library collects personal information, staff will advise why it is collected, and the legal authority for doing so. The Chief Executive Officer or designate acts as the Library's Freedom of Information and Protection of Privacy Officer.

The following are some examples of purposes for which the Library may collect personal information:

- Issuing library cards
- Identifying materials on loan
- Placing and tracking interlibrary loans and requests
- Identifying and recording overdues
- Providing answers to reference questions
- Providing home service for customers with special needs
- Providing information about Library programs and services
- Recording comments or suggestions
- General Library operations and planning
- Recording donations

**How is personal information used?**

The Library will only use personal information for the purposes for which it was originally collected, and in a manner consistent with those purposes.

**When is personal information disclosed?**

The Library does not sell or rent personal information. Personal information is disclosed only in accordance with FOIPPA or as otherwise required by law.

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

- When a customer explicitly consents to the disclosure
- To a collection agency for the purpose of collecting a debt
- For law enforcement purposes, such as where required by a subpoena, warrant, or other order
- Where there are compelling health and safety concerns
- To contact a person's next of kin if that person is injured or becomes ill while visiting the Library.

Requests for disclosure of customer information to an outside agency or, for adult members, persons other than the cardholder, must be submitted in writing to, and approved by, the Chief Executive Officer. Customers will receive notice of such disclosures when appropriate, from the Chief Executive Officer.

**How Personal Information Is Kept Secure**

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

**How Long Is Personal Information Kept?**

If the Library uses personal information to make a decision that affects the customer, the Library must keep that information. Otherwise, the Library will keep personal information only for the length of time necessary to fulfill the purposes for which it was collected. Personal information is securely destroyed when it is no longer needed.

**Accuracy of Personal Information**

The Library will do its best to ensure that personal information is as accurate, complete, and up to date as necessary. This is a partnership with Library customers. The Library encourages all customers to keep their personal information up to date, and report lost cards immediately.

### **How Does A Customer Access or Correct Personal Information?**

Individuals have a right to access any personal information that the Library has about them. They may access current account information held by the Library on-line by using their library card barcode and PIN to check their account in the Library catalogue. For other information, customers can contact Library staff, or send a written request to the Chief Executive Officer, at Library Headquarters. Individuals also have a right to request that their personal information be corrected, if they believe it is incorrect.

### **Children's Personal Information**

Children have the same rights as adults with respect to their personal information. Where children are "incapable" of exercising their right to access, correct, or consent to the disclosure of their personal information, their parent or guardian may do so on their behalf.

The Library assumes that children of 13 years are generally capable of exercising their own rights for policy purposes. However, in rare circumstances, the Library may treat a request on an individual basis where a child or parent/guardian does not believe the guideline age is appropriate in their circumstances.

### **Surveillance**

From time to time, the Library may install surveillance equipment in public parts of a Library branch. This will be done only when there have been repeated instances of threats of violence, or illegal activities.

### **Internet**

Information sent over the Internet cannot be secured and may be vulnerable to unauthorized access.

## **SECTION IV: FACILITIES GUIDELINES**

### **A. GOALS**

The Library Board's goal is to provide functional and convenient community library facilities that support library service levels established by the Board. Branch guidelines inform all constituent units, staff, and the public about the Board's expectations of branch and headquarters physical facilities. They ensure that decisions about physical facilities are made in a fair and equitable manner, system wide. Existing branches that fall outside the current guidelines will be dealt with on a case-by-case basis.

### **B. GENERAL**

1. This policy is reviewed every five years by the Board, following the publication of the Canadian Census figures. Branch service area populations are not updated in between the years the census is taken.
2. Most items in the Library's collection flow freely between the branches of the Okanagan Regional Library.
3. Branch open hours and branch size reflect the population of the branch service area. Library service is provided during hours that best meet the needs of the community, through branches located at points of maximum convenience to the public.
4. All branches shall be located wherever traffic flow is high; for example, near high use commercial outlets, so that library users may combine library visits with other errands. They shall be located as close as possible to a larger population, and whenever possible shall be on a public transit route and have safe and secure access and egress to the branch. Consideration should also be given to surrounding businesses and activities so as to avoid, as much as possible, adjacency to non-family friendly or incompatible uses.
5. Five to ten-year population growth trends should be considered in planning a new library branch.
6. The Library will work with constituent units to ensure that Library branches are attractive, convenient, and cost-effective service points.
7. A Library headquarters is maintained, where central processing and supervision of services is carried out.
8. A formal branch building program will be completed for all branches that are anticipated to be more than 10,000 sq. ft., or 929 sq. meters.
9. Where need warrants it and there is considerable local government and community support, a Virtual Satellite location may, in certain cases, be established in communities of 500 people or more. Virtual Satellites are community partnerships, where public space is provided for library service without cost to the Okanagan Regional Library, for the provision of services which may include:
  - Occasional library programming and outreach visits
  - Public internet and library catalogue
  - Hold pick up and book return
  - Additional services of similar scope.

The procedure for applying to host a virtual satellite may be obtained by contacting the ORL's Chief Financial Officer. The ORL will consider the financial and logistical feasibility of the additional service requested. The Virtual Satellite is intended to be a low-cost enhancement to the standard services provided online and at full service branches and will not be feasible if total service costs in an area would exceed the level of funding provided for the service population. The establishment of the initial Virtual Satellite will be a pilot and will entail the signing of a formal partnership agreement, subject to periodic review.

## **C. BRANCH TYPE: DEFINITIONS**

### **System Resource Centre**

The Okanagan Regional Library maintains a single system resource centre in the largest community in the Okanagan Regional Library. A Resource Centre operates as a community branch and provides in-depth reference services to all ORL customers and branches. The branch houses a larger reference collection and serves as a depository for low use circulating collections. Library services unique to the Resource Centre may be offered and made available to customers residing throughout the library district. A System Resource Centre is open seven days and 60 hours per week.

### **Urban Neighbourhood Branch**

Urban Neighbourhood Branches are located within municipalities with a service area population of at least 75,000. They must be a minimum of five kilometers from any other branch. The minimum population served by an Urban Neighbourhood branch is 25,000. This type of branch is open a minimum of 48 hours per week.

### **Community Branch**

Urban community branches are situated a minimum of 10 kms. from another branch. They serve a population of 5,000 or more people.

### **Rural Community Branches**

Rural community branches are situated a minimum of 20 kms. from another branch. They serve a population of between 2,000 and 5,000 people. The minimum population for a new branch to be considered by the Board is 2,000 people.

## **D. BRANCH SIZE**

- 0.75 sq. ft. per person is allocated for the System Resource Centre.
- 0.50 sq. ft. per person is allocated for all other branch types.



## E. BRANCH OPEN HOURS

Branch open hours are based on the Branch Service Area population.

<u>Population of Service Area:</u>	<u>Weekly Open Hours:</u>
2,000 to 3,499	20
3,500 to 4,999	25
5,000 to 7,499	30
7,500 to 9,999	35
10,000 to 14,999	40
15,000 to 24,999	48
25,000 to 49,999	52
Over 50,000	60

## F. BRANCH DELIVERIES

Weekly branch deliveries are based on annual circulation.

Under 40,000	1
40,000 – 99,999	2
100,000 – 199,999	3
200,000 – 399,999	4
Over 400,000	5

## G. BRANCH FURNISHINGS AND EQUIPMENT

The Library provides equipment, furniture, and fixtures in the staff areas of a branch. All Headquarters equipment is purchased by the Okanagan Regional Library. All equipment and furnishings must meet the ergonomic standards set by the Workers' Compensation Board of BC.

## NEW BRANCHES | MAJOR RENOVATIONS

The constituent unit in which the Library branch is located is responsible for funding the original purchase cost of any furniture and fixtures necessary to provide library service in the public area of their branch. This shall apply to newly constructed and substantially renovated spaces. Such furnishings and fixtures shall become the property of the Library, and shall be capitalized and amortized on the financial statements of the Library, as per Library accounting policies.

In such a case, the constituent unit in which the library branch is located may approach surrounding neighbours who use this branch, to share in these costs as branch service areas may include parts of more than one constituent unit. Branch usage information is available to assist with this process to ensure that each constituent unit's share of furniture and fixture cost reflects relative usage of a branch. Such arrangements are between the constituent units, independent of the Library.

## **ONGOING MAINTENANCE|REPLACEMENT**

In the case of day-to-day maintenance and replacement of existing public furniture and equipment the ORL is responsible. The ORL will use funding from the branch furniture and equipment budget to address these needs as they arrive.

The branch furniture and equipment budget funds an active operating reserve, which can be used for the purchase of furnishings, equipment, or minor facilities improvements in library branches. Where appropriate, the ORL will pursue bulk purchasing to reduce costs. While recognizing that purchasing may be project based or cyclical, the general intent will be to maintain all branches at an equitable level and ensure that spending is fairly distributed over time and reflects local inputs. To this end, spending will be tracked and reporting will be available during the annual budget process. Project and purchasing priorities will be determined by operational needs, board policy, and approved strategic or facilities plans.

### **H. BRANCH EXTERIORS**

1. Each branch should have a welcoming exterior with signage that is visible from a distance of 50 feet or 15.24 meters. Should a branch be closed all signage shall be removed.
2. Exterior signage will be consistent in colour, font, and wording, and include the ORL logo incorporating the words “Okanagan Regional Library” and the name of the Branch, as determined by the Okanagan Regional Library Board. All branches must be wheelchair accessible. Access should include a fully automated door at the public entranceway, or at a minimum, a handicapped access button.
3. All branches must have a non-public exterior door with a loading zone so that the Library van has easy access to the branch. This exit will also be used as an emergency exit. In larger branches, a loading dock is required.
4. Branches should have exterior access through book slots into a fireproof book drop room, or a flameproof locking book drop, so that library users may return books when the Library is closed. Ease of access for library customers and staff to these book drops is important. Drive up access to book drops is preferred.
5. Exterior lighting for safety and convenience is required.
6. Landscaping should not create concealed areas that are prone to vandalism, or require excessive maintenance. Xeriscaping will be used wherever possible.
7. Adjacent parking – the Library requires one parking space per 250 square feet or 23.2m<sup>2</sup> of building space for most branches. Branches-over 10,000 sq. feet or 929 sq. meters require one parking space for each 400 sq. feet or 37.2 sq. meters of building space. Additional designated staff parking is preferred. Parking lots should be paved. Bicycle racks should be provided at each branch.
8. The basic module for constructing libraries should be 30 feet by 30 feet or 9.144 meters by 9.144 meters.

## **I. BRANCH INTERIORS**

1. Branch interiors should be welcoming and attractive. Branch interiors should be safe, comfortable, and convenient for the public and for staff. Interiors are designed to allow for flexible use, to accommodate changing technology, and reflect to changing community needs.
2. The facility must be efficient and flexible, with a minimum of structural barriers and irregular geometry. Extensive and easy access to power and data throughout the building is required.
3. The facility must be fully wheelchair accessible for both staff and public, as per the B.C. building code.
4. Facilities will have non-slip flooring. Branch size, acoustics, and local weather conditions are considered in choosing branch flooring.
5. Lighting in book stack areas must be evenly distributed from the end of one book stack area to the other, and from the top to the bottom of the book stack. A minimum of 50 to 60-foot candles are required at desk height.
6. Northern natural light is preferred. South, east, and west windows may be reduced in size, changed in shape, or may require exterior shading, blinds, or window tinting to reduce glare and heat gain.
7. An HVAC system is required for each facility.
8. Each branch should have a staff room and staff toilets appropriate for the number of staff in the branch.
9. Each branch has an area specifically designated for the shipment of library material,
10. Interior signs are highly visible and of uniform design.
11. Libraries should be a single floor, at ground level. Libraries over 20,000 square feet or 1,858 sq. meters may be considered for a second floor.

## **J. HEATING AND COOLING CENTRES POLICY - New September 17, 2025**

In recognition of the increased extremity of weather patterns throughout the ORL service area, and the ORL's commitment to the wellbeing of the communities it serves, ORL facilities may, at times, become designated Heating and/or Cooling Centres. For ORL facilities to become designated Heating and/or Cooling Centres, the ORL must enter into a written agreement with the constituent unit of the community in which the facility in question is located. The written agreement must contain:

- i. The respective roles and responsibilities of the constituent unit and the ORL in the case of an extreme temperature event;
- ii. A commitment from the constituent unit to reimburse the ORL for all expenses incurred as a result of functioning as a designated Heating and/or Cooling Centre;
- iii. The right of the ORL to refuse to be a designated Heating and/or Cooling Centre during part or all of a specific extreme temperature event if staffing levels, staff safety, or other factors reasonably prevent the ORL from performing this function;
- iv. Signatures from the ORL's CEO or designate, and from the constituent unit's CAO or designate; and
- v. The right for either party to terminate the agreement at any point.

## **SECTION V: MATERIALS**

### **A. INTRODUCTION**

The purpose of the Okanagan Regional Library Materials Policy is to guide staff and to inform the public about the principles upon which selection of materials is carried out. The policy is subject to review at all times and should be carefully reviewed at least every five years.

### **B. INTELLECTUAL FREEDOM**

The Okanagan Regional Library endorses the Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations.

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

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

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

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

The library collection also should be representative of a diverse and inclusive population, as reflected by the Canadian Federation of Library Association's Position Statement on Diversity and Inclusion:

*The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.*

*Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.*

*Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.*

Internet access and use is covered by the Library's Internet Use policy

## **C. GENERAL PRINCIPLES**

All materials are part of a single system-wide collection. Overall responsibility for, and authority over, the collection rests with the Chief Executive Officer or delegate.

Most materials can be requested or rotated for use at any branch and will remain at that branch until re-requested or rotated again.

In selecting materials, the Library strives to provide content that supports the Library's Strategic Plan. Materials selected will support popular demand, diversity of our communities, and lifelong learning

The Library will acquire or provide access to diverse materials in print and non-print formats to meet its objectives.

The Library recognizes its role as a supplementary source of information and enrichment for students and independent learners of all ages, but it does not purchase textbooks unless they are the most appropriate source of information on a subject of interest to the general community.

The Library welcomes suggestions from the public for the purchase of library materials. All library materials are collected under the terms of the Okanagan Regional Library Materials Policy.

Maintenance of permanently segregated collections representing a particular viewpoint are not permitted.

Materials that are no longer useful in the light of stated Library objectives will be systematically weeded from the collection according to accepted professional practices. De-selected materials will be disposed of at the discretion of the Chief Executive Officer or delegate.

## **D. COLLECTION GUIDELINES**

### **Print Collection**

Branches with a service area population of more than 7,500 should house two print volumes per capita. Branches with a population of less than 7,500 should house three volumes per capita. 25% to 30% of the print collection shall be junior and young adult materials.

### **Periodicals**

Large branches should house .006 subscriptions per capita. Small branches with a population of less than 7,500 should house .008 subscriptions per capita. Satellite branches should house .004 subscriptions per capita.

### **Electronic Resources and Reference**

Criteria for selection of electronic resources and reference materials are included in the Reference Collection Development Guidelines.

## **E. SELECTION POLICY**

### **Authority**

Final authority for the determination of policy in the selection, acquisition and de-selection of materials is vested in the Okanagan Regional Library Board.

### **Responsibility**

Ultimate responsibility for materials selection rests with the Chief Executive Officer or delegate, who operates within the framework of policies determined by the Regional Library Board.

## **Selection Criteria**

- Quality of work, which may be based on reviews from professional journals and other review sources, or on the judgement of Collections Librarians
- Current and anticipated popular demand
- Materials that provide better accessibility to works for people with perceptual, physical, or visual disabilities
- Date of publication
- Suitability of format, and physical durability of format
- Relevance to community needs, and relevance to the experience and interests of diverse populations
- For a diverse and inclusive collection, material by authors/creators from underrepresented groups,
- Suitability of subject and style for intended audience, including accuracy, clarity, originality, innovation and presentation and currency of information
- Representation of important movements, genres, trends and cultures
- Relationship to the existing collection and other materials on the subject Reputation and/or significance of the work and creator/ producer and/or the publisher
- Clarity, quality, accuracy and logical presentation
- Budgetary and space priorities (including cost of specific formats).

The Library will attempt to make available a wide diversity of views and expressions in keeping with the Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations. The Library does not advocate the ideas and opinions found in its collection.

Materials may be excluded for inaccurate information, intent to promote hatred or intolerance, and content that is too limited or specialized in focus. For controversial issues, variety and balance of opinions are sought whenever available, subject again to accuracy of the content. The Library does not purchase, retain, or make accessible in its collections resources in violation of the statutes of Canada or British Columbia.

The Library recognizes that some material in the collection may be controversial or offensive to some customers. Library staff may be able to assist customers in choosing materials, but library customers have ultimate responsibility for what they decide to borrow.

## **Parental Responsibility**

Monitoring of a child's use of the Library is the responsibility of the parent or legal guardian. Selection of materials for the adult collection is not restricted by the possibility that children may obtain materials that their parents consider inappropriate. The Library believes in the freedom of the individual, and the right and obligations of parents to develop, interpret and maintain their own code of values within the family.

## **Review Process**

Notwithstanding the Okanagan Regional Library Board's adherence to the Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations, in the event that any individual or group has an objection to any of the selection decisions, a Request for Reconsideration of Material may be made. This request must be made on the prescribed form, a copy of which is appended to and forms part of this Materials Policy. It will be pointed out to the person making the request that the Okanagan Regional Library endorses the Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations. A letter detailing the Library's decision will be sent in response to any Request for Reconsideration of Material.

## **Duplication**

Multiple copies of materials are a practical necessity in a regional library system.

## **De-selection**

The goal of de-selection, or weeding, is to maintain a useable collection that responds to the needs of Library customers. The following factors contribute to the need for ongoing de-selection:

- Customer demand for new materials
- Shelf space needed to accommodate new materials
- The desirability of highlighting new materials.

## **De-selection Criteria**

Unless of SALE OF WITHDRAWN MATERIALS

## **Goals**

To allow community groups, such as Friends of the Library, to raise money towards the enhancement of local and regional library services through book sales.

To allow the Library to raise money from the disposal of withdrawn library materials, so that money will be available for items not normally appearing in the budget. Costs and profits shall be on a 60% (Friends of the Library) and 40% (Okanagan Regional Library) basis.

## **Criteria for Book Sales**

- The Library shall stockpile withdrawn material for the purpose of stocking book sales. No charge shall be made for this service. Items will be allocated for sales on a first come, first served basis.
- A community group shall be charged for the transportation of materials from the Library's storage point to the point of sale, or the community group shall provide transportation.
- The community group shall be responsible for sorting, arranging, and selling library material and renting space for the sale.
- The community group shall not make a charge for its members' time.
- After costs for transportation, rental, etc. are paid, profits shall be shared on a 60-40 basis, with 60% of the profit going to the local community group for local library improvement, and 40% going to the library system for improvements to system-wide library services.



- Should materials remain unsold after the sale, remaining materials shall be the responsibility of the community group.
- An accounting of all expenditures and revenue shall be sent to the Okanagan Regional Library at the end of each sale.

## **SECTION VI: SERVICES**

### **A. GENERAL, CORE SERVICES**

Library services are basic, essential programs to which no fees will be attached. The services are based on a community's needs and the Library's budget and may include:

- An up-to-date collection of resources appropriate to the community
- Circulation of resources
- Information and Reference assistance
- Programs for children, teens, and/or adults
- Internet and wireless access

Other services may be offered if deemed appropriate and affordable.

### **B. ACCESS**

Access to some services may require possession of a membership card and borrowing privileges in good standing. Access may include, but is not limited to the following:

- Access by patrons to their circulation records
- Access to the Library catalogue
- Access to selected services that are not restricted by license or other legal requirement.

Services requiring a membership card in good standing:

- Borrowing library materials
- Access to selected services restricted by license or other legal requirement.

Where possible, the Library supports patron self-directed use of the Library collection and services.

### **C. CIRCULATION**

#### **General**

The Library provides a collection of materials that may be borrowed by library members. To promote fair access to materials by members, use is limited through loan periods, and/or other borrowing restrictions.

Circulation rules for online digital resources may be set by outside bodies such as the resource vendor or the purchasing consortia.

The use of Taped Book and Daisy formatted materials is limited to qualified individuals due to copyright regulations.

It is the responsibility of the Library member, parent or legal guardian to return library materials on or before the due date.

Some materials are for in-library use only and will not be loaned.

## **Loan Periods** Revised September 13, 2023

### **Standard Loan Period:**

- 28 calendar days for most material.
- Feature Films circulate for 14 calendar days.
- Quick Reads circulate for seven calendar days.

## **Extended Loan Period**

An extended loan period of 42 calendar days (6 weeks) is offered for:

- People who are physically unable to come into the Library.
- Books-by-mail borrowers, and other borrowers living in remote areas.
- Book Club Kits.
- Interlibrary loans to other systems.
- Hospital stays (up to 6 weeks, as needed).
- Vacations (up to 6 weeks, as needed).

## **Discretionary Loan Period**

### **Less in-demand reference material**

Not Available for Loan:

- In-demand reference material
- Puppets
- Programming material

## **Loan Restrictions**

Items on Loan

Limit 100 items per customer record at any one time. Non-residents are limited to 20 items on loan at one time.

Taped Books/

Daisy formatted CDs

Because of contractual agreements between copyright owners and non-profit audio book producers, access to Taped Books and Daisy formatted material is restricted to those individuals who are print disabled and registered for this service.

## **Renewals**

Most items may be renewed twice, providing there are no holds. The following categories may not be renewed:

- Items with holds attached
- Reference material
- Quick Reads
- Periodicals
- Feature Films.

Telephone and Telecirc renewals, and renewals via the website are permitted. Hours for telephone renewals are set on a branch-by-branch basis.

**Holds/Requests:**

If customers are searching for items not available in the collections, they may complete a Suggestion for Purchase form. They will automatically be placed on the holds list if the item is purchased.

Members may place requests on any item in the Library's catalogued collection available for loan, with the exception of periodicals, and Quick Reads.

There will be no charge for the transfer of requested material from one branch to another branch within the Okanagan Regional Library System.

Requests and holds are limited to 100 items per customer record at any one time. Non-resident cards are limited to 20 holds at any one time.

Requests available for pick-up ("holds") are held for customers for seven open branch days.

Requests expire in 24 months.

**D. INTERLIBRARY LOANS**

Materials not in the collection may be obtained on interlibrary loan from other libraries. Direct costs only will be passed on to members using this service.

**E. REFERENCE SERVICES**

The Library staff assists customers in obtaining information.

The Library assists customers in securing information beyond its own resources by:

- Collecting information about and referring customers to the resources of agencies, institutions, organizations, and individuals in and beyond the community.
- Borrowing from other libraries materials which are not owned by the Okanagan Regional Library and which cannot be purchased, or materials for which the demand does not justify purchase.
- Providing access to the Internet.
- Providing access to licensed databases.

**F. SERVICES TO SCHOOLS**

The public and the school library share a common goal: to stimulate children's and young adults' interest in reading, both for information and recreation.

The school, school library and public library roles are collaborative ones. We share a client base, but we hold differing strengths in resources, skills and opportunities.

When the school and public library act as partners, discuss common problems and joint initiatives, they enhance the service each can provide to children and young adults.

## **General**

The Library maintains a balance in its services to adults and children. The public library co-operates with, but cannot perform, the functions of school or other institutional libraries that are designed for specific needs. The Library conducts classroom visits, gives library instruction at library outlets or in classrooms in an effort to promote the full use of the public library.

## **Materials**

The public library provides a collection of materials to independent learners of all ages.

The Library recognizes its role as a supplementary source of information and enrichment for students, but it does not purchase textbooks unless they are the most appropriate source of information on a subject of interest to the general community.

The size of the collection for school-age children and young adults may not be as extensive as the collection provided for pre-school age children, as the younger children have no other library resource available to them.

## **Services**

The Library works closely with the schools in order to facilitate the best possible service to children and young adults.

Orientation tours provided by Library staff offer opportunities for schoolchildren and their teachers to become familiar with the materials, services and staff in the Library.

School class and other group visits are welcome when pre-arranged with staff. It may not be possible to accommodate unannounced visits by large groups. Teachers should take major responsibility at this time for assisting the children with book selection.

Library staff may visit schools as part of an informational outreach program. Contacts will be made with students, teachers, school librarians and administrators.

## **G. BOOKS-BY-MAIL**

Mail Service is given to areas inaccessible or impractical to service through a branch.

## **H. HOMEBOUND**

The Library offers Homebound Service in branches with sufficient staff and volunteer resources. Homebound customers are shut-in members whose library material is selected for them and delivered to their residence by volunteers. Branch staff may assist with material selection. Shut-in customers of branches without Homebound Service, may apply to have materials selected and mailed to them by Kelowna Branch Reference staff.

## **I. INTERNET**

### **Internet Access**

The Okanagan Regional Library provides free Internet access in each branch library, as a part of its goal to provide to all residents cultural, educational, and recreational resources. Access may be provided through Internet workstations in a branch, or through wireless connections for laptop users.

### **Disclaimer**

The Internet is an unregulated worldwide environment. It contains information and opinions that range from reliable and authoritative to controversial and extremely offensive. Some information found on the Internet may not be accurate, complete, or current, and each user must assess the validity of the information found. The Library does not monitor and has no control over Internet content. The Library is not responsible for damages, fees or security associated with the use of the Internet. The Library cannot guarantee security and confidentiality of any transaction, particularly e-commerce transactions.

### **Access**

Decisions regarding the number and placement of Internet workstations will be made on the basis of space availability, telecommunications capability, overall library priorities, and available funding.

Patron login (library barcode and password) may be required for Internet use. Internet access for non-library members is allowed, depending on availability, through “internet only” cards.

Daily time limits on the use of workstations are in use, to assist the library to meet customer demand.

As filters are not foolproof, and each person’s values are different, the library does not provide a commercial content filter on Internet workstations.

### **Parental Responsibility and Child Safety on the Internet**

Parents or legal guardians are responsible for their children’s use of the Internet. Parents are encouraged to work closely with their children in selecting and viewing material that is consistent with personal and family values and boundaries.

### **Information Storage**

The Library does not store information on an individual’s use of the Internet, online databases, or other products, except for generic statistics used to measure the overall use of Internet access, and for planning any changes in the service provided.

## **Restrictions**

1. Internet users are subject to federal and provincial legislation related to Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition, and the incitement of hatred, and the Canadian Copyright Act.
2. The Library's computers are located in public areas shared by Library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider other Library users when accessing the Internet from public workstations. Library staff members are authorized to ask Internet users to stop using the Internet if they are disturbing others.
3. Internet users must respect the legal protection provided by copyright and the licensing requirements of programs and data.
4. Users must not violate the privacy of any other user.
5. Users must not install software or run any programs on the Library's computer equipment that has not been installed by Library staff. Users should not develop or use programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system.
6. No alteration, damage or destruction of the Library's computer hardware is permitted.
7. Users must use their own Library card and PIN to access to the Internet, and may not use a card belonging to someone else, even with that person's permission. Library cardholders will be held responsible for any misuse of the workstations caused by any person logged in on their card. Accordingly, users must not permit others to use their card or learn their password. Users must log out at the end of every session.

Access to the Internet may be denied, when users do not comply with these policies.

## **J. INTERNET/COMPUTER INSTRUCTION**

As time permits, brief orientation and limited troubleshooting will be offered as part of the Library's ongoing reference service. As resources permit, the Library may offer more formal instruction in workshops, programs, or tutorials.

## **K. LIBRARY WEBSITE**

Access to library information, databases and services is available through the Library's website.

## **SECTION VII: PUBLIC RELATIONS**

### **A. GENERAL**

Primary public relations goals of the Library are:

Understanding of the Library's objectives and services by governing officials, by civic leaders and by the general public.

To encourage increased active participation by the general public in the various services offered by the Library.

Publicity relating to Library Board Policy shall be the responsibility of the Board and the Chief Executive Officer.

The Board recognizes that public relations involve every person who has any connection with the Library. The Board urges its own members and every staff member to realize that she/he represents the Board in every public contact. Good service supports good public relations.

The Library Board and professional staff are encouraged to make talks and to participate in community activities. A reasonable amount of library time is allowed staff members for preparation and speaking. Radio, TV, and news media shall be used to inform the public of library services.

Library employees are not to make public statements relating to library policy unless specifically directed to do so by the Library Board.



## **B. MEETING ROOMS**

1. The meeting room Policy and Regulations are applicable to all meeting rooms administered by the Okanagan Regional Library.
2. Public use of the meeting room is intended for use by groups for gatherings of a civic, cultural or educational nature.
3. Use of the meeting room does not imply the Library's endorsement of the beliefs of groups using the room.
4. Branch Heads and Community Librarians have the authority to approve co-sponsorship of a program to be presented by a community group in a branch.
5. Meeting Room Use and Bookings:
  - Library sponsored activities are given priority in scheduling use of the meeting room.
  - All organizations or individuals using the meeting room must clearly specify their own names in advertisements of meetings or events held in premises administered by the Okanagan Regional Library.
  - The meeting room may only be available during library hours.
  - Friends of the Library groups are considered "library" and are not charged for the use of meeting rooms.
  - Applications will be considered on a first-come, first-serve basis for any particular meeting date. Generally, the room must be booked at least 24 hours in advance of, and not more than 90 days prior to, the date required. The room may be reserved for regularly held meetings on a four-month seasonal basis (i.e. September - December, January - April, May - August).
  - Adequate supervision of the meeting room is the responsibility of the booking party.
  - The booking party is responsible for setting up, tidying and cleaning the meeting room.
  - Smoking is not permitted in the meeting room.
  - Storage facilities will not be provided for any organization.
  - Groups using the meeting room will be held responsible for any damage to the room or its contents.
  - All organizations or individuals must read and complete the meeting room application form. The application must be signed by one person from the group who will be responsible for complying with policy as set out here.
  - A user fee is charged. This fee is based on other meeting room user fees in the community. Consult the meeting room application form for the fee schedule.

## **C. POLITICAL USE OF LIBRARY SPACE**

### **Objective**

To provide guidance to staff in responding to requests from political parties or individual politicians seeking to use ORL space or to have access to ORL patrons in support of the political party's objectives or during an election period.

### **Background**

The public library is a foundational institution for informed and inclusive democracies and plays an important role in civic dialogue and debate, ensuring that everyone has access to the information and wide range of opinions on social and economic matters they need to make informed decisions. In playing this role, it is essential that the public library be viewed and experienced as neutral toward political parties at all times. This commitment to political neutrality does not preclude the library from taking positions on and issuing statements in support of core library values and in protection of Human, Charter, and other legislated rights.

As active and trusted public institutions, public libraries are often approached by politicians or political parties to use public library spaces or to have access to patrons. Such requests vary broadly and have included, for example, requests for permission to host press conferences or announcements, permission to leaflet in the library, or permission to leave campaign materials in the library during election periods.

Requests for use of public library space or access to public library patrons have the potential to impact a public library in several ways, including:

- Engagement of library financial and personnel resources
- Potential risks to or enhancement of the library's reputation
- Effect on the patron experience.

### **SCOPE**

- Participation in events at the library
- Posting of candidate information on the library website.

This policy applies to any requests for use of Library space, access to patrons, or participation in events that are related to a political party or during an election period.

"Election period" is broadly defined as the time during which parties, candidates, or supporters are seeking to promote their political platforms leading up to the writ or announcement or during the actual campaign period until the election itself.

Requests can come from anyone, including politicians, political staff, party volunteers, community organizations, and governments. Library use requests covered by this policy include, but are not limited to, requests related to the following activities:

- Use of library space to hold an announcement or press conference
- Display or distribution of campaign materials in the library
- Interaction with patrons inside or outside of the library

## **POLICY STATEMENTS**

### **1. The Library does not endorse political parties or candidates.**

### **2. Use of Library space to hold an announcement or press conference**

As a general guideline, public library service spaces are not to be used by political candidates or parties to make policy announcements or hold press conferences. While such events may be space rentals, there is a high risk that the library will be seen to be endorsing the candidate or political party.

Exceptions may be made on occasion for rentals of meeting rooms provided that there are no identifying library logos or features in the meeting room, there is no attempt to engage library users in the event, and the event would not disrupt library services or operations. In such cases, the market rental rate will apply. Additional security charges may apply. The renter's media advisory must clearly state that the siting of the announcement or press event at the library does not signify endorsement by ORL.

During the election period, no press conferences or announcements by political parties or candidates will be permitted in the library, library meeting rooms, or on library grounds.

### **3. Participation in library events**

The library supports democratic dialogue and is welcoming of candidate participation in all candidates' meetings to discuss issues of importance to the community. These all candidates meetings may be organized by the library or sited at the library by library partner or renting organizations.

During a government's term, Councillors, MLAs, and MPs are often invited to library events as active participants or to bring greetings from the government. The library welcomes and appreciates this participation from government elected officials. Once a writ is dropped – or the equivalent signal in provincial or municipal elections – no elected official or candidate from that level of government will be invited to speak or present at library events, with the exception of all candidates meetings, until after the election has concluded.

### **4. Distribution of campaign materials**

The Library will create a web resource that links visitors to information about local candidates in Local, Provincial, and Federal elections.

Some library branches may have the space to display materials about the candidates. Discretion as to availability of space is assigned to the Branch Head, with the provision that the library will not display the materials of only one party. The display must include materials from at least two parties at all times and must include a list of all candidates from that riding with links to their websites if available, with an invitation to candidates to display their material.

## **5. Active campaigning in the library**

The Library does not permit solicitation of any kind in its service areas as it interrupts their use of the space and library resources.

During elections, candidates are welcome to interact with patrons outside of the library's exterior doors and – in non-co-located facilities – in an atrium or lobby area, excluding vestibules, outside of library security gates – provided such interaction does not impede access to the library, does not unduly disrupt people entering or exiting the library, and does not impact safe entrance or exit to the library. No furniture may be set-up in support of this activity.

## **POLICY ADMINISTRATION ROLES AND RESPONSIBILITIES**

- **Policy and Planning Committee**  
Oversees and updates the policy as required. Reviews policy as required and recommends changes to the Board.
- **Library Board**  
Approves policy and revisions to the policy
- **Chief Executive Officer**  
Administers the policy
- **Management and Supervisory staff**  
Responsible for administration and implementation of this policy, and responsible for ensuring staff review the policy and are trained to ensure ongoing understanding in administering the policy within the scope of their duties.
- **Staff**  
Must fully comply with the policy within the scope of their duties.
- **Volunteers**  
Must fully comply with the policy within the scope of their volunteer duties.

## **D. RULES OF CONDUCT**

For the comfort of all users, please respect the following rules when in the Library:

### **Animals** revised May 17, 2023

Only assistance animals are allowed in the library.

### **Cell phones**

Cell phones, laptop computers, or other devices must be used in a manner that does not disturb others. Revised May 17, 2023

### **Clothing**

Shirts and footwear must be worn.

### **Disruptive behaviour and language**

- Behavior that interferes with any person's comfort and use of the library is not allowed.
- Threatening, abusive, harassing language or behavior toward staff or other users is not allowed.
- No person shall solicit or sell services, goods, or merchandise. revised May 17, 2023
- No person shall traffic or consume illicit substances. revised Sep. 13, 2023
- No persons shall gather signatures on petitions or distribute literature of any kind in the Library.
- No persons shall engage in protests in the Library.

### **Food and drink** revised May 17, 2023

- Only beverages with a lid are permitted.
- Food is allowed in designated areas only.
- No food or drink is permitted when operating the library's computer equipment.

### **Furniture use**

- Sleeping is not allowed.
- Feet must not be placed on the furniture.

### **Library materials may not be taken into the washrooms.**

### **Smoking and/or vaping is not allowed.** revised May 17, 2023

### **Sports equipment**

- Bicycles are not allowed in the Library.
- Other sports equipment (skateboards, inline skates etc.) must not be used inside the library.

### **Theft / Damage to property**

Stealing, damaging, or vandalizing property of the library is prohibited by law. Cutting or removing pages or articles from books or magazines, hacking into, or altering computer settings, and writing in library materials or on furniture or walls is not allowed.

## **Unattended children**

Young children must be supervised at all times by someone responsible for their safety and conduct.

## **Recording**

Photographing, filming, videotaping or audio recording conducted within the Library must be authorized in advance by senior staff.

Violation of any of the above rules may result in suspension or restriction of library privileges, including banning from library premises. Criminal offences may result in prosecution.

## **E. PETITIONS**

As space is limited in many library branches, the Okanagan Regional Library does not allow petitions to be posted or to circulate in any of its branches.

## **F. UNATTENDED CHILDREN IN THE LIBRARY**

The Okanagan Regional Library welcomes children to its branch libraries to enjoy the many resources and programs available. To ensure that children's library visits are safe and pleasant experiences, the Library requires that children be accompanied by a responsible parent or guardian, particularly in the case of pre-school children. Unaccompanied older children (under 13 years) are expected to follow the posted library "Rules of Behaviour". If an unaccompanied older child does not comply with these posted rules, staff will attempt to reach the parent, so that the child can be picked up from the library.

# **SECTION VIII: CO-OPERATION**

## **A. CO-OPERATION WITH OTHER LIBRARIES**

The Board recognizes that public, school, professional and industrial libraries working together can meet more nearly the full needs of the community and therefore will be alert to pursue opportunities of co-operating to co-operate with other libraries.

Co-operation with other libraries will be carried out at the discretion of the Chief Executive Officer.

## **SECTION IX: GIFTS AND DONOR RECOGNITION**

### **A. SUPPORT OF THE COMMUNITY**

The Okanagan Regional Library is a cornerstone of many Southern Interior communities and we are grateful for the community support that we receive. We recognize the important role of private philanthropy and corporate support to supplement government core funding and to assist the Library to fulfill its mission and enhance events, programs, activities and services the Library offers to the community.

### **B. GENERAL**

All donations become the property of the Okanagan Regional Library. The Library reserves the right to decide the disposition of all gifts received, and to refuse gifts. Donations may be made at any Library facility. Gifts of money, securities, or real estate may be accepted if conditions attached to the donation are acceptable to the Okanagan Regional Library Board. Tax regulations require that in-kind gifts of over one thousand dollars be valued by a certified independent appraiser. The appraisal is completed at the donor's expense.

### **C. DEFINITIONS**

A sponsorship is a mutually beneficial business exchange between the Library and an external organization (hereinafter the sponsor) whereby the sponsor contributes funds, products or in-kind services to the Library in return for recognition, acknowledgement or other promotional considerations. Sponsorships involve an association between the sponsor and the Library and/or the specific program, event, service or activity being sponsored. Tax receipts are not issued for funds, products or in-kind services made to the Library.

#### **General**

A sponsor is an organization that provides funding for a program or service in exchange for recognition. A partner is an organization that provides an in-kind service or product.

The ORL's mission is connecting curious minds, with a vision to provide for learning, innovation, creativity and a connected community. Sponsorships and partnerships should uphold the integrity of the non-commercial public space that the ORL provides, and we will entertain those that:

- further the library's mission, goals, objectives and priorities, without driving the library's agenda or priorities
- safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community
- are consistent with the library's non-partisan, inclusive and educational mandate
- protect the principle of intellectual freedom and do not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.
- ensure the confidentiality of ORL member records (we will not consider requests to share our members' personal information)
- will enhance the ORL's image in the community, in our assessment of the local political and social climate
- Ensure mutual understanding of the sponsorship arrangements through a signed agreement which describes options, including termination provisions.

## **Library Programs**

Library programs support the ORL's mission by promoting our services and offering our communities informational, entertaining, or cultural experiences. The ORL will strive to offer a variety of programs that reflect a community's broad range of interests and ages. The programs may be staff-initiated or may be presented in cooperation with other profit or nonprofit agencies. Library staff will determine what topics, speakers and resources are used based on the interests and needs of the community.

Businesspersons or other professional experts in the field from all sectors (profit, non-profit, government) are welcomed to present programs, as long as no solicitation of business occurs. Programs will not be allowed to serve as a platform for generating income for any sponsoring/cooperating group or individual. This includes charitable organizations, who cannot solicit for donations or leave donation boxes at ORL locations. The ORL's mandate is to provide free, non-commercial access to resources and materials, and members should not feel the need to contribute to external organizations while in the library. These agencies or individuals will, however, be permitted to leave company information and business cards behind at the end of the program so attendees can take away information and make a decision later about purchasing or donating through the appropriate channels.

There are only three exceptions to this policy:

1. As a cultural and literary institution, the ORL does welcome the promotion of writers, performers, and artists who may sell their own works at the library following a program.
2. Friends of the Library groups may sell items at any program they sponsor.
3. The ORL is able to fundraise and solicit for donations for its own programs and services on its premises.

## **Benefit to the ORL**

Sponsorships and partnerships must benefit the ORL by allowing it to enhance, promote and/or market approved Library programs, services, events or activities. In return for providing certain benefits to the sponsor, the Library will receive resources in the form of cash, products, services or other in-kind contributions which can be used directly in support of partnered programs or indirectly to support other ORL programs, services, events or activities. The sponsor will receive a benefits package and level of recognition commensurate with the value of its contribution.

While sponsorship involves an association between the sponsor and the ORL, this does not constitute official endorsement of the sponsor or its products and services.



**Publicity**

Sponsorships that involve a longer-term, funding relationship between the ORL and sponsoring organization will be treated on a case-by-case basis and publicity of the sponsorship will be detailed in a specific Sponsorship Agreement.

For partnerships involving programs, giveaways or contests, the partner may submit a logo for usage in ORL promotional materials and online marketing; promotion will be limited to the specific event or contest that the partnership is based upon with no general endorsement of the partner or their services/products.

We encourage the sponsor or partner to promote their program through their own networks and contacts. Please contact ORL staff for an official ORL logo and do not stretch or manipulate it in any way and inform ORL staff of publicity plans so that they can coordinate with activities of the ORL's Public Relations Department.

A philanthropic gift or donation is an arrangement where a donor contributes cash and/or in-kind goods or services to the Library, a Library endowment fund or the Friends of the Library without expectation or requirement of a reciprocal benefit. While most donors expect some form of recognition as a result of their gift, the recognition is marginal in value relative to the value of the gift as defined by the Canada Revenue Agency.

**DONOR RECOGNITION**

All donations which legally qualify with CRA and are over \$25 will receive a tax receipt upon request and donations over \$50 will receive a letter of thanks. Further, all gifts over \$250 will receive name recognition (donors may choose to be listed as anonymous) in the Library's annual Report. Additional recognition, where feasible and appropriate, will be associated with, but not necessarily limited to, the service, collection, or area appropriate to the gift. ORL staff will work to create a thoughtful and appropriate recognition plan for gifts of \$20,000 or greater. Staff will also review previous donations and recognitions when considering recognition plans for new gifts.

Recognition of significant in-kind gifts may utilize most of the same recognition vehicles which we have designed to recognize monetary gifts.

Publicity of donations may also be considered, with the concurrence of the Library, and/or the Friends of ORL and the donor(s).

Recognition must not undermine the integrity of the public space that the Library provides.

## **MAJOR GIFTS – RECOGNITION OPPORTUNITIES**

There are several recognition possibilities available to individuals, foundations or corporations to honour substantial gifts made to benefit Okanagan Regional Library. These opportunities range according to the size of the gift, and can include:

- Recognition as a generous benefactor at ORL and Friends of the Library events
- Photo opportunities, including cheque presentations
- Photos, articles, and videos on ORL website
- Public thanks on ORL social media including Facebook and Twitter
- News releases to local and national media highlighting donor's contributions
- Recognition on library branch donor walls
- Establishment of a Named fund

Depending on the size and nature of the gift, recognition options may include naming of rooms or space within an ORL branch. Donors receiving such opportunities will have the choice of a) honouring a leading community figure or local hero, or b) requesting that either they or another individual or organization of their choice be recognized. Naming opportunities do not extend beyond the useful life of the equipment, materials, spaces, or facilities where they are located, to a maximum of 15 years, unless otherwise specified in a gift agreement signed by donor and ORL representatives.

In any proposal for naming a program, or collection in honour of a donor or non-donor honouree, consideration should be given to the establishment of an endowment sufficient to sustain the program, service or collection for its term or lifetime.

Naming opportunities for people or organizations are guided by the following principles:

- When the amount of the gift reflects the perceived value of the space to be named.
- The name to be used is appropriate for enhancing the image of the Library in the community.

Within the interior of each branch library, there may only be a limited number of major naming opportunities available. If these opportunities are all committed, alternative recognition options can be explored.

Donor's names will not have prominence over the Okanagan Regional Library name and/or logo. Library events, programs or services will be named to reflect that it is an Okanagan Regional Library activity with funding provided by the donor.

## **CHANGE IN CIRCUMSTANCES**

If, at any time following the approval of a naming opportunity, circumstances change substantially such that the continued use of a particular name may compromise the public trust, the Library Board has the authority to withdraw the naming opportunity. The sponsorship/donor agreement will contain a clause that reflects this.

## LEVELS OF SUPPORT

The following levels of support will be used in recognizing donations in the annual report (Supporter level and above) and on donor recognition walls (Bronze level and above).

Supporter	\$250 - \$999
Bronze	\$1,000 - \$4,999
Silver	\$5000-\$24,999
Gold	\$25,000 - \$74,999
Platinum	gifts of \$75,000 or more
Founding	gifts of \$400,000 or more

## APPROVAL OF RECOGNITION OF DONATION

The Chief Executive Officer may approve recognition of donations which are:

- valued at \$25,000 or less per year; and
- have a total multi-year value of \$150,000 or less.

Library Board approval is required for donor recognition that does not meet all the above criteria.

## D. DONATIONS OF LIBRARY MATERIALS, FURNITURE, OR EQUIPMENT

Donors are responsible for delivering their library materials donations to the Library. Donations are accepted during branch business hours. If the donation is physically large, donors should give advance notice to the branch.

The Library does not issue tax receipts for donations of library materials, furniture, or equipment. Donors wishing acknowledgement should complete a donation form to accompany their donation.

Donations of library materials which are not accepted for inclusion into the Library collection are sent to the Friends of the Library, or another community group, to be sold. Some branches may also sell donated items.

## SECTION X: PERSONNEL

### A. GENERAL

The Library Board shall have a written Personnel/Board Policy statement covering the areas of responsibility of the Board, Library staff and volunteers. The Collective Agreement with CUPE Local 1123 and the Professional Employees Association shall form the basis of such written personnel/Board policy statement. Generally, staff at all non-union branches shall be governed as if they were within the bargaining unit.

Local Board members shall be notified by the administration in the event of serious staff problems in any specific branch library.

#### **Appointment of Acting CEO** New. Adopted November 20, 2024

To ensure leadership continuity and organizational stability in the event of the CEO's absence, the Board will appoint the Director of Public Services (DPS) as the Acting CEO and the Chief Financial Officer (CFO) as alternate.

In the CEO's absence and as specified in this policy, the Acting CEO will have full authority and assume all operational responsibilities of the CEO, including:

- Day-to-day operations
- Responding to emergent issues
- Decision-making and financial approvals
- Leadership responsibilities
- External representation of the ORL

The Acting CEO will maintain communication with the CEO to provide updates on significant matters, if possible. The Acting CEO will report to the Board Chair or relevant Committee Chair as appropriate, and the Board Chair will be informed of any critical decisions made during the CEO's absence. Major strategic decisions or changes will be deferred until the CEO's return unless otherwise directed by the Board.

The Acting CEO will receive a temporary compensation adjustment as follows:

- For short-term absences (less than 3 months): 5% increase over their current salary.
- For longer-term absences (3 months or more): Pro-rated CEO salary for the duration of the appointment.

Compensation will be determined based on the length of the absence and the level of responsibility assumed.

The role of Acting CEO, along with the associated compensation, will commence on the sixth consecutive working day of the CEO's absence. For absences of five or fewer working days, the Senior Leadership Team will collaborate to ensure continuity without appointing an Acting CEO.

The Acting CEO will serve until the CEO returns or a permanent replacement is appointed.

## **B. APPOINTMENT AND DISMISSAL**

The appointment and dismissal of all staff at branch libraries whether full-time or part-time is the responsibility of the Chief Executive Officer subject to the approval of the Board, and salaries are paid from Okanagan Regional Library funds. Staff members are appointed under the current conditions of service and/or union contract.

## **C. HEALTH AND SAFETY**

### **General**

The Board is determined to promote safe and healthy working conditions and attitudes within the library system, therefore:

In the event of any type of extended absence from the workplace, the employment relationship will be deemed to be frustrated if, at any time following 24 months from the last day worked by the employee (or such shorter period as may be appropriate in the circumstances), it is determined that there is no reasonable prospect of the employee returning to the workplace in the foreseeable future. In the event the employment is deemed to be frustrated, the status of the employee's benefits coverage and eligibility for benefits payments will be determined in compliance with the insurance carrier's plan documents in effect at that time.

It shall be the responsibility of the Board to establish and maintain adequate standards of maintenance of branches and headquarters and equipment to ensure that the physical and health hazards are guarded against or eliminated, and to develop work procedures conducive to preventing industrial accidents and promoting disease-free production.

It shall be the responsibility of supervisory employees to ensure that subordinates are trained in proper work procedures to obtain optimal output without accidents and industrial disease; and to enforce the observation by employees of proper work methods and all pertinent regulations.

It shall be the duty of all employees to follow proper work procedures, to observe all regulations pertaining to their work, and to co-operate in attaining the objectives of accident-free and industrial disease-free production.

#### **D. TRAVEL EXPENSES - REIMBURSEMENT**

The Board shall reimburse employees and Board members for approved expenses incurred while on approved travel on Library business.

Board and staff are reimbursed for the following expenses while travelling on behalf of the Library.

Receipts are required for all travel except mileage:

- Transportation costs are reimbursed as per receipts. Should an employee or Board member elect to drive to a course/convention/workshop, mileage up to the cost of an economy airline ticket shall be reimbursed.
- Parking fees at the airport or at a branch library, that is not an employee's home branch.
- Commercial transportation costs.
- Telephone bills: Telephone calls and facsimile calls made on library business will be reimbursed.
- Registration fees: Up to 100% registration costs for approved courses or conventions/workshops related to library business will be reimbursed.

Rates of reimbursement for the follow expenses:

- Same day travel: Actual expenses only, excluding alcohol.
- Meals for extended trips: Actual expenses only, excluding alcohol, up to \$65 per day including gratuities.
- Accommodation: Actual rate for single.
- If staying with a host: Actual gift expense only, up to \$50 per night.
- Mileage: per Canada Revenue Agency.

#### **E. INTERVIEW EXPENSES**

Appropriate interview expenses are to be paid to professional staff, up to a maximum of one-week gross salary.

#### **F. MOVING EXPENSES**

Moving expenses may be paid to staff only on the basis of a forgivable loan, amortized over four years. Such payment shall be at the discretion of the Chief Executive Officer in consultation with the Director of Human Resources.

## G. VOLUNTEERS

The use of volunteers is to enhance library service; however the Board regards its paid staff as the backbone of its service to the public, and emphatically endorses the position that no employee is to be removed or displaced in favour of a volunteer.

- The Board of the Okanagan Regional Library may use the talents of volunteers in the delivery of public library service in the Okanagan according to the following basic guidelines:
  - As the Library system grows, the paid staff component will grow also, in comparison, the volunteer component, measured in full time equivalents, is expected to remain relatively small.
  - Volunteer activities, while providing personal satisfaction for the volunteer, are regarded by the Board as subordinate, supportive and complementary to the role played by the Library System's employees.
  - Volunteers must perform their functions to a standard expected by library management and the public. Those who do not are subject to re-assignment or to having their names removed from the Library's volunteer roster.
  - While performing assigned duties, volunteers are identified as such by wearing name tags.
  - Placement on an ORL volunteer list is conditional upon the satisfactory outcome of a Criminal Record Check. This process is completed by the Human Resources department prior to assigning volunteer duties.
  - The Board is receptive to suggestions that will aid in developing trust and mutual respect between paid staff and volunteers, to the benefit of all, particularly Library patrons.
1. Volunteers may perform duties listed in Item 5 below. Volunteers will not be assigned any additional duties without prior consultation with C.U.P.E., P.E.A. and/or directly affected staff.
  2. Human Resources will maintain files for all volunteers. A list of volunteers in union branches will be updated and forwarded annually to C.U.P.E. and P.E.A.
  3. Each volunteer shall have a job description and will be under direct supervision of the Branch Head/Community Librarian where the volunteer is placed.
  4. Interviewing, screening, placement, orientation and training, and evaluation of volunteers shall be done by the Branch Head/Community Librarian in consultation with the Human Resources department.
  5. Potential duties for volunteers include:
    - Fund raising activities (including book sales).
    - Assistance in arranging and hosting special community events.
    - Selecting and delivering library materials to the home bound, or to long-term care facilities.
    - Indoor and outdoor flower and plant maintenance.
    - Community surveys, commissioned by the Board, e.g., telephoning, data collection.
    - Clerical and stenographic duties for volunteer activities only. (Volunteer projects, Friends of the Library newsletters, etc.)
    - Assistance to staff in library advertising booths and other community displays.
    - Delivery of library advertising and resource material to target groups, e.g., local business, doctors' offices, day-care groups, etc.
    - Book jacket cleaning and washing (special projects only).
    - Literacy and tutoring services.
    - Provide Internet instruction.
  6. The above list is not meant to be complete or exhaustive. Rather, it is meant as a guideline and is subject to change after consultation with C.U.P.E., P.E.A. and/or directly affected staff.

## **H. EMPLOYEE RECOGNITION**

The Board recognizes Employees' years of service to the Okanagan Regional Library. Beginning with 10 years' service, and every fifth year thereafter, and at retirement, employees may be recognized on a system-wide basis every three years.

## **I. CONFLICT OF INTEREST**

The Okanagan Regional Library will not purchase supplies, equipment, or services from Okanagan Regional Library employees, because of possible conflict of interest.

### **Library Contest Ineligibility**

ORL Employees and Board Members and their immediate families are not eligible to enter any public contest conducted by the ORL involving a draw, or merit-based competition judged by ORL staff or board members, where a major prize is awarded.

Prize winners may be asked to sign a declaration indicating they are not ORL employees, board members, or their immediate family members. The ORL will include information about contest ineligibility on promotions.

The ORL holds several programs throughout the year, which involve the distribution of prizes. Employees and Board members and their immediate families are not eligible to receive prizes awarded for any part of any library-sponsored program. Family members may participate in library-sponsored programs, and receive items distributed during the programs (such as bookmarks, balloons, activity sheets).

### **Definitions/Clarifications**

"Immediate family" includes parents, "common-law partner" (of at least one year) or spouse, brothers or sisters, and children of the employee/board member, and the employee/board member's partner, grandparents and grandchildren.

A "major prize" is an item valued at more than \$20. It does not apply to small incentives offered, or drawn for, during programs or promotional events.

Merit-based contests: Staff, Board members and their immediate families may apply to merit-based public contests where blind judging is carried out by a panel of independent community members who are not employees of the ORL, or Board members.

## **J. EXEMPT STAFF COMPENSATION**

Annual average Core Consumer Price Index for British Columbia (excluding energy). Calculations will be based on a 12-month period beginning in May of the previous year. CPI Adjustments will be applied to the scale in January of each year.

A market study will be conducted every three years, alternating internally and externally. The Board may waive the external study in favour of an internal study. A comparison of vacation allotments will be included in the tri-annual market studies.

Movement along the scale is based on merit and performance appraisal by their supervisor.



### **CEO Compensation**

The Personnel Committee shall conduct an Annual Performance Appraisal on the work of the Chief Executive Officer.

The CEO annual reviews follow a three-year cycle. In the first and second years, a minimal survey without comments will be conducted with the Board and a subset of employees. Every third year, a comprehensive 360-degree review with comments will be conducted by an external consultant.

The CEO is included in the exempt staff compensation adjustments related to the annual average Core Consumer Price Index (effective January 1, 2026).

## **K. OPERATING MOTOR VEHICLES**

The Okanagan Regional Library expects all employees to operate motor vehicles in a safe and legal manner.

Any traffic violations that are incurred by an employee are the responsibility of said employee and the employee shall be responsible to reimburse the Okanagan Regional Library for any fines, penalties, or other charges that result from such violations.

## **L. ELECTRONIC SYSTEMS, NETWORK, E-MAIL, AND INTERNET USE** revised May 17, 2023

The Okanagan Regional Library (ORL) recognizes our electronic system, VOIP, internet and e-mail communications are invaluable, as they can provide an effective, efficient and environmentally friendly tool to serve our mandate.

### **Scope**

This Policy applies to the access and use of ORL's electronic devices and systems, including ORL's network, software, VOIP, internet, e-mail, voicemail, and electronic devices including computers, smart phones, and storage devices (all of which will be referred to collectively as electronic devices and systems). This Policy applies whether access or use is made during business hours or personal time (e.g., weekends, before/after working hours, and scheduled breaks) and whether access or use is made in whole or in part through computers or other electronic devices owned or operated by ORL or others.

The purpose of this Policy is to ensure that ORL's electronic systems remain stable and secure and to ensure that ORL's Representatives are aware of their rights and obligations regarding access to and use of ORL's electronic devices and systems.

Access to, and use of, ORL's electronic devices and systems is a privilege, and accordingly, ORL has the right to, at any time and with or without cause or notice, revoke, limit, access and/or edit, or alter the ability to access or use ORL's electronic devices and systems.

ORL may provide its staff, contractors, volunteers, and Board members ("ORL Representatives") with access to and use of some or all of its electronic systems. In some cases, ORL Representatives may also be provided with electronic devices.

It is recognized that board members will typically use their own devices or devices provided by their local government jurisdiction. In such cases, the ORL policy is not intended to supersede the policies of the device provider.

## Expectations

ORL Representatives must act professionally, use good judgment and common sense in accessing and using electronic devices and systems. Further:

1. When accessing or using ORL's electronic devices and systems, ORL Representatives must always comply with all applicable ORL policies and procedures.
1. ORL's electronic devices and systems and their contained data belong to ORL. Always keep this in mind when using ORL electronic devices and systems.
2. Use of ORL electronic devices and systems is primarily for ORL business.
3. ORL recognizes that Representatives may use electronic devices and systems for incidental personal purposes during break times and off-hours. In engaging in personal use, ORL Representatives must always remember that the devices and systems are in place for ORL purposes and is provided for public benefit. ORL Representatives should conduct themselves accordingly. Any personal activity should not interfere with ORL business.
4. ORL Representatives have a duty to act in ORL's best interests and not in a manner that:  
conflicts with ORL's mission, objectives, and reputation,  
exposes ORL to criminal or civil liability, or  
compromises the integrity or security of the ORL.
5. Electronic records may be accessible to the public and subject to the *Freedom of Information and Protection of Privacy Act*. Save for the statutory exceptions, ORL Representatives should not send or collect anything he/she would not say in public nor be prepared to be publicly accessible.
6. ORL Representatives are obliged to protect confidential and personal information from unauthorized disclosure. Forwarding confidential or personal information from ORL electronic devices and systems is prohibited.
7. ORL Representatives must not conduct any illegal activity on or through ORL electronic devices and systems. This includes but is not limited to theft, fraud and destruction of property, hacking, unauthorized access, and making or forwarding messages, files or other records that are defamatory, discriminatory, or harassing to others.
8. ORL Representatives must not compromise the security, integrity or functionality of ORL electronic devices and systems, or ORL data or personal information held by ORL. Gambling, pornography, private commerce, impersonation, unapproved peer-to-peer computing, hacking, use of unnecessary bandwidth, chain letters, SPAM and unauthorized mass mailings are examples of prohibited activity. ORL Representatives must be diligent to protect against viruses and malware.
9. ORL Representatives must not download or install any software on electronic devices and systems unless they have obtained the prior written approval of ORL.
10. All software is subject to licensing agreements. To prevent liability, ORL Representatives must not remove, copy or install software licensed to ORL for use on a personal or non-ORL computer. Conversely, ORL Representatives must not copy or install any software without authority.

11. ORL does not take responsibility for any personal documents, files, e-mails, or e-mail attachments on ORL's electronic devices and systems. ORL is not responsible for their safekeeping and reserves the right to remove them at any time and without prior notice to the ORL Representative.
12. ORL will require devices to have security to protect them against unauthorized use, viruses, and malware. All users of ORL electronic devices and systems must adhere to any policies or procedures implemented by the IT Department.
13. Remote access must be approved and configured by the IT Department. All remote connections must be made behind a firewall-based router.
14. Remote access on personal computers or non-ORL owned computers must have a current anti-virus program with current updates and must be behind a hardware-based firewall router.
15. Electronic communications, including e-mail and text, are forms of business communication and ORL Representatives should treat them as such. ORL Representatives should be respectful, honest, and professional in all electronic communications. ORL Representatives are expected to exercise the same care in electronic communication as they would for any other formal communication.
16. All e-mail sent outside ORL-by-ORL staff that relates to ORL business should include the following information in the following format:

Employee's Name  
Okanagan Regional Library  
[Position]  
[E-mail Address]  
Tel:

*This e-mail is confidential and may be privileged. Any use of this e-mail by an unintended recipient is prohibited. If you receive this e-mail in error, please notify me immediately and delete it.*

## **Security**

17. Electronic communications are not necessarily a secure method of communication. If distributing confidential information, ORL Representatives should consider security, including, in highly sensitive situations, sending it another way or making sure it is properly encrypted.
18. Protecting the confidentiality and security of ORL's data, including personal information, must be a top priority. This applies to both paper files and electronic documents. ORL Representatives play a crucial role in the protection of ORL's information and must adhere to the following guidelines:
  - (a) ORL Representatives must take all necessary precautions to prevent unauthorized access to, and use of, ORL's information, electronic devices, and systems.

Absent ORL's advance written consent, ORL Representatives must not disclose to others, including other ORL Representatives and third parties, the passwords, log-in information, or other security measures used to access, use, or protect ORL's electronic devices and systems.

ORL Representatives should refrain from using insecure public internet access (e.g. Internet cafes or coffee houses) for ORL business due to security concerns.

- (b) ORL Representatives must use their own password, log-in information, or other approved security measures to access or use ORL's electronic devices and systems. Absent ORL's advance written consent, ORL Representatives must not seek, obtain, or use anyone else's account password or log-in information when accessing or using ORL's computer, e-mail and cloud systems. The exception to this is where IT staff have a business requirement to request and use user account information, including password.
- (c) ORL Representatives must keep their passwords strictly confidential. ORL Representatives must never write down their passwords or leave them somewhere where someone else can see them. ORL Representatives must not save a document containing unencrypted passwords, as this file can be easily accessed by others.
- (d) If an ORL Representative has reason to believe that security has been compromised, including if his/her password has been compromised or discovered by another person, the ORL Representative must immediately inform the IT department and change their password immediately. ORL Representatives should change their passwords every 365 days.

If an ORL Representative suspects any access or use of ORL's electronic devices and systems in breach of this Policy, the ORL Representative must immediately contact the Chief Technology Officer or Director of HR at ORL.

### **Consequences of Breaching this Policy**

- 19. ORL Representatives accept full responsibility for their own use of ORL's electronic devices and systems.
- 20. ORL Representatives in breach of any term of this Policy may be subject to a variety of actions depending upon the circumstances, including revocation of or limitations on access or use privileges of ORL electronic devices and systems. Employees may be subject to disciplinary action up to and including termination of employment. ORL Representatives may also be held civilly or criminally liable depending upon the circumstances.
- 21. If you are uncertain whether you are compliant with this Policy, please immediately discuss your concerns with the Chief Technology Officer or Director of HR at ORL.

### **Monitoring of Access and Use**

- 22. IT systems continuously archive and monitor system activity, for example, but not limited to; ORL email, VOIP, digital files, web traffic, Cloud services and ILS use. This data and data from ORL electronic devices can be monitored, used, or reported on when, in the

ORL's view, there is good cause or a legal obligation to do so, including but not limited to: ensuring system integrity, evaluating equipment and software use, fulfilling ORL's duties and obligations, protecting ORL's proprietary and confidential information, determining compliance with this policy, and investigating a potential breach of ORL policies or the law. ORL will ensure that any monitoring, retention, use of, or reporting on this data is limited to what is reasonably required in the circumstances. ORL may also require access to, a record of use, and/or information on a device or system to comply with legal and regulatory requirements, including the *Freedom of Information and Protection of Privacy Act*.

ORL representatives should not expect that their use of ORL electronic devices and systems are private from ORL.

23. In addition to the above, communications by ORL Representatives, including in social media while off work, may relate to or impact ORL. In such case, ORL reserves the right to monitor, record and access such communications, including social media, which may impact the workplace.

ORL may amend this Policy in its sole discretion. If any amendments are made, we will notify you.

### **Acknowledgement & Agreement**

*I acknowledge that I have read and understand this Electronic Systems, Network, E-mail, Internet Use Policy, that I will comply with the terms of this Policy, and that I will ensure that any employees or volunteers working under my direction comply with the terms of this Policy. I understand the potential consequences of violating the Policy as set out above. All electronic devices issued to me by ORL belong to the ORL and I will return them to the ORL, without alteration, immediately upon request. In some circumstances, you may be able to arrange to purchase a device or software license from ORL.*

## **M. EMPLOYEE ACCOUNT AND DATA REMOVAL** new policy addition May 17, 2023

1. When an individual's employment with the Okanagan Regional Library ceases, all user accounts, email, and associated data will be removed from the systems on the last day of employment. This is designed to uphold the confidentiality and security of the ORL's data and to ensure compliance with relevant privacy regulations.
2. While there may be extenuating circumstances where data retention is necessary, such as legal or contractual obligations, the ORL will evaluate each request on a case-by-case basis to determine the appropriate course of action.
3. The ORL will delete all user accounts and data from its systems to prevent sensitive or confidential information from being accessed after an employee's departure from the ORL. The ORL takes the protection of its users' data extremely seriously and is committed to upholding the highest standards of data security and privacy.
4. It is the responsibility of each employee to safeguard retention of personal data prior to ceasing employment with the ORL. The ORL does not guarantee data recovery once it has been removed from its systems.
5. The ORL aims to maintain the trust of its users by ensuring that its data remains protected even after employment with the ORL has ended.
6. Any questions or concerns can be directed to the ORL's CEO and the Chief Technology Officer.

## SECTION XI: FINANCE

### **Equity Model** — Added November 19, 2025

The ORL follows a financial philosophy called the “Equity Model,” defined as the practice of allocating financial resources throughout the ORL service area in proportion – as much as possible – to the level of funding received from the constituent unit of each area.

Because the majority of the ORL’s funding comes from the tax levies of constituent units, the ORL aspires to provide library service to each of the communities in its service area in parity to the tax levy revenue received from that constituent unit.

In deciding the operating expenditures for a given community, the Equity Model is weighed against other factors, including but not limited to the ORL’s other existing policies, and the availability – or lack of availability – of facilities and other services in the community. Where significant discrepancy exists between the Equity Model and other ORL policies and considerations, the CEO will receive Board approval before adding resources to a given community.

The CEO will track and consider comparative service levels and resource allocations throughout the system on a continual, ongoing basis. This information shall be transparently shared with the Board.

### **A. UNEXPENDED MONIES**

Any unexpended monies allocated to library materials in a fiscal year shall be moved to a materials reserve fund for the following fiscal year. Conversely, should the library materials accounts be over expended in any fiscal year, the over expenditure would be covered from reserve funds.

### **B. Reallocation of Funds Repealed November 19, 2025**

### **C. TENDER FOR FINANCIAL SERVICES**

The Board shall go out to tender for all financial services on a five-year cycle. Such services to include auditing, banking, and insurance.

### **D. SPECIAL SERVICES**

Should any group request special services from the Board, such special services may be contracted for on a cost recovery basis, subject to operational requirements of the Library.

### **E. BUDGET PLANNING CYCLE** — Replaced November 19, 2025

The ORL Finance Committee oversees the work of the CEO and CFO in the development of the ORL’s annual budget. The annual budget is generally developed beginning from existing operations and using the best available information adjusting for currently known commitments, operational adjustments, anticipated budget needs, likely future plans, and other necessary adjustments for the upcoming year. The draft budget is to be presented to the Board before the end of the preceding year for approval. The approved budget determines the approved member tax assessments for that budget year.

## **F. BUILDINGS** – Replaced November 19, 2025

### **General**

The ORL may lease or own library facilities, based on the best business case. The CEO or designate is responsible for the ORL's facilities, within the Board-approved operating budget.

Leased facilities may be owned by constituent units, or by private sector landlords. Lease costs for ORL branches owned by constituent units will be paid to the owning constituent unit based on the market rental rate as determined by a triennial valuation conducted by an external, third-party appraiser. The ORL will contract the appraiser and will reevaluate the contract every six years.

Operating costs for branches owned by constituent units will be negotiated annually, based on verified actual operating costs from the previous year.

In the case of a dispute over the market rental rate of a property at the time of the appraiser's report, the constituent unit may have another appraisal completed at its own expense. Any difference between the appraisals will be negotiated between the constituent unit and the ORL, and, if necessary, an arbitrator will be chosen by both parties and at the constituent unit's expense. Any change to the market rental rate will come into effect in the following fiscal year.

### **New or relocated branches**

Any new ORL facility (whether an additional branch or the relocation of an existing branch) is planned in accordance with Section IV: Branch Guidelines.

It is the responsibility of the CEO or designate to secure and manage leases within the ORL's Board-approved operating budget.



## Factors in Facility Reviews

In reviewing the building, the following aspects should be considered:

1. Location/Legal Description
2. Sketch/Plan of Interior and Exterior
3. Size/Layout
4. Quality of Construction:
  - Materials (basic wood frame, concrete block, cement pad)
  - Number of Storeys
  - Elevators
  - Insulation
  - Windows
  - Caulking
  - Roofing
  - Heating/Air Conditioning
  - Load Factors
  - Other.

### Interior:

- |                           |                         |
|---------------------------|-------------------------|
| - Wiring                  | - Wall Coverings        |
| - Plumbing                | - Windows               |
| - Partitioning            | - Window Coverings      |
| - Lighting                | - Fixtures              |
| - Flooring                | - Wheelchair Accessible |
| - Wall covering           | - Security              |
| - Communications hook-ups | - Other                 |

### Exterior:

- |                            |                    |
|----------------------------|--------------------|
| - Entrance/Exits           | - Parking          |
| - Landscaping              | - Delivery/Loading |
| - Wheelchair accessibility | - Signage          |
| - Lighting                 | - Finishes         |

#### **G. AUDITOR**

The Finance Committee shall meet with the Board's auditor prior to the audit and at such other time or times, as it deems necessary.

#### **H. RESERVE FUNDS** – Replaced November 19, 2025

The ORL retains reserve funds for specific purposes, either in the interest of contingency planning, or in support of strategic objectives.

The CEO or designate ensures that all reserve accounts are fully documented in terms of purpose and origin of fund, and, if relevant, procedures and plans for spending the funds.

Reserve funds will not be shown in the budget but will be held in separate general ledger balance sheet accounts with equivalent funds invested in either ORL bank accounts and/or ORL investment accounts. These funds will be externally audited every year as part of the ORL's regular financial audit.

Reserve account balances shall be reported quarterly to the Board as part of the ORL's standing financial reporting. Balances shall be made available to the Board at any other time upon request.

#### **I. VEHICLE REPLACEMENT**

Cars shall be replaced on a five-year basis.

#### **J. CAPITAL EXPENDITURES**

Purpose is to specifically identify authority with reference to the purchase of capital items.

In each year where the Library Board approves a current year operating and capital budget and five-year capital budget, authority is granted to spend capital funds in accordance with the current year budget only and for items specifically identified in this budget.

If a surplus is realized after the current year's capital items have been acquired as identified in the current budget, the Chief Executive Officer may approve purchases up to Ten Thousand Dollars (\$10,000) worth of items listed in other years of the plan. Purchase of items amounting to more than Ten Thousand Dollars (\$10,000) must be approved by the Finance Committee.

#### **K. FINANCIAL INFORMATION ACT**

That in the matter of the Financial Information Act, the Finance Committee represents the Okanagan Regional Library Board and shall approve all of the statements and schedules filed under the Act.

## **L. PURCHASING**

Where goods or services to be purchased are contained in a current budget approved by the Board, the general practice to be followed shall be:

- Purchases not exceeding Five Thousand Dollars (\$5,000): By obtaining verbal or written competitive quotations.
- Purchases over Five Thousand Dollars (\$5,000) but not exceeding Twenty-Five Thousand dollars (\$25,000): By obtaining written competitive quotations, all of which will be opened at the same time.
- Purchases over Twenty-Five Thousand Dollars (\$25,000): By public tendering process.

## **M. PURCHASING AWARDS**

Awards for goods or services shall be made on the basis of the lowest evaluated tender or quotation: that is, the tender meeting the specifications at the lowest overall cost to the Library, as determined by the Chief Executive Officer, considering such factors as suitability, price, availability, service, disposal value, etc.

Where price and all other things are equal, preference shall be given to a supplier operating within the geographical boundaries of the Okanagan Regional Library.

A listing of bids and amounts shall be attached to any recommendation for goods or services going forward to the Library Board.

## **N. PURCHASING AUTHORITY** – Replaced November 19, 2025

It is the responsibility of the CEO to operate the ORL within the Board-approved annual operating budget. The CEO or designate will report the ORL's financial standing to the Board on a quarterly basis or whenever requested by the Board. Significant discrepancies will not occur without sound reason, and the CEO or designate must transparently communicate such reason to the Board. Repeated failure to adhere to the annual operating budget, or failure to demonstrate fiscal transparency with the Board, are grounds for CEO discipline up to and including dismissal.

## **O. EMERGENCY PURCHASES**

In emergency situations, formal documentation and approvals may be required after the fact but shall be obtained as soon as practicable.

**P. LIBRARY GRANTS TO RURAL COMMUNITIES FOR THE PURPOSE OF SUPPORTING A BOOK DEPOSIT**

The Okanagan Regional Library may make annual grants to rural communities with a population of between 500 and 1499 residents, for the purpose of providing supplemental library service to a community, on the condition that the community provides a book deposit available to everyone in the named community, and there is no other book deposit in that Electoral Area. Book deposits in existence as of January 1, 2013 will not be denied a grant unless their census population falls below 60.

Applications for book deposit grants must be addressed to the ORL Board for approval. Applicants must show that the book deposit envisioned will match the Board's criteria for a book deposit.

A partnership agreement must be signed on behalf of the Regional District by the Chief Administrative Officer of the Regional District, the Rural Area Director, and the Community Association President, and on behalf of the Library Board by the Board Chair and the Chief Executive Officer of the library.

A book deposit supplements library branch services by providing books and other library materials to community residents and may be staffed by community volunteers. Book deposits are not required to keep circulation records or follow ORL policies in other matters. Book deposits must be at least 20 kilometers from the nearest ORL branch or book deposit. Book deposits are independent of the ORL and the ORL will not be legally or otherwise liable for any of their activities, in-activities, or operations.

The annual grant shall be based on a grant of \$2 per person in the named community in which the book deposit is located, to a maximum of \$2000. Annually, the community association will receive the grant, pay it out to book deposit volunteers as needed, review an annual report of book deposit expenditures, and forward their review to the ORL Board.

In addition to the grant, the ORL will fund one exterior sign. Book deposit volunteers are required to post the sign on the exterior of the building in which the book deposit is located. It shall include the ORL logo, and say "Okanagan Regional Library Book Deposit" and the name of the community.

Should the community decide to close the book deposit, the community association shall inform all parties to the partnership agreement. The ORL exterior sign shall be removed.