

POLICY MANUAL

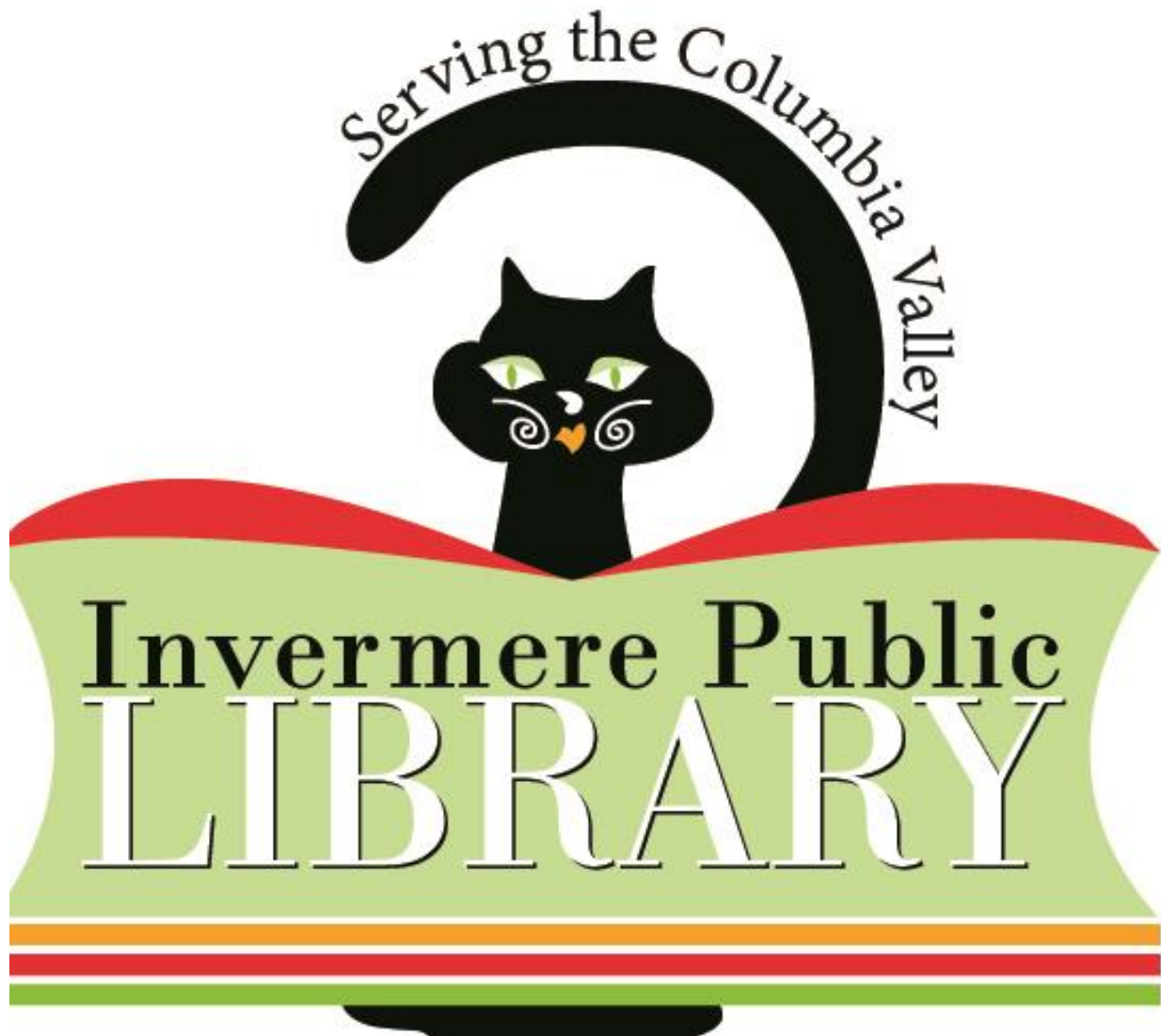


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* Or as needed.

1. Statement on Intellectual Freedom

The Canadian Library Association adopted the following “Statement on Intellectual Freedom” in 1974 with amendments November 17, 1983, and November 18, 1985. The Invermere Public Library board affirms the following statement:

Statement of Intellectual Freedom

All persons in Canada have the fundamental right, as embodied in the nation’s Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity, and intellectual activity and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular, or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library’s public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

2. Library Board Code of Ethics

All members of the Invermere Public Library board are governed by the BC Library Act and the Invermere Public Library's Policies.

Code of Ethics

- 2.1 Members of the library board are guardians of a public trust and have a legal and moral obligation to carry out their duties in a responsible manner.
- 2.2 A library board member is expected to ensure that the public library provides relevant, comprehensive, and efficient service to the community that supports it.
- 2.3 It is the responsibility of each member of the library board to be aware of the current legislation and policies governing the library.
- 2.4 A library board member is expected to attend and participate actively in meetings of the board and its committees.
- 2.5 A library board member is expected to read all documents, review all minutes, and be well informed about developments that are relevant to issues that may come before the Board.
- 2.6 A member of the library board is expected to speak positively, promote the library, be receptive to new ideas, and be a library advocate.
- 2.7 A member of the library board will not be critical of fellow trustees or library staff.
- 2.8 A library board member will abide by the majority decisions of the board.
- 2.9 Members of the library board recognize the integrity of their predecessors, associates, and library staff, and the merit of their work.
- 2.10 A member of the library board does not have special library privileges.
- 2.11 A library board member will show discretion in discussion of library business outside the library. In-camera discussions will be retained in confidence and not discussed with anyone other than fellow board members.
- 2.12 A library board member shall declare any personal conflicts of interest.

3. Library Patron Code of Conduct

3.1 Regulations

The patron code of conduct applies both to patron interaction with other patrons and with staff members. Patrons are urged to report disruptive behaviour to staff. The library staff reserves the right to interpret and apply this code of conduct.

- 3.1.1 Patrons shall respect the rights of all other patrons and staff members at all times.
- 3.1.2 Patrons shall not harass any other person in any way, including—but not limited to—stalking, verbal abuse, or other kinds of harassment because of a person’s race, colour, gender, national origin, age, religion, marital status, disability, or sexual orientation.
- 3.1.3 Patrons shall not sexually harass, make sexual advances, or engage in physical conduct of a sexual nature. Such behaviour interferes with the rights of others and can create an intimidating, hostile, or offensive environment.
- 3.1.4 Patrons shall not view pornography or extreme violence on any electronic device or in print materials in the library.
- 3.1.5 Patrons shall not disturb others by engaging in disruptive activity. This includes, but is not limited to:
 - a. Interfering with the use of the library by other patrons or interfering with the library employees’ performance of their duties.
 - b. Obstructing or disrupting teaching or learning activities or other library events.
 - c. Using electronic equipment, including pagers, personal listening devices, cell phones, and computers which can be heard by others.
- 3.1.6 Patrons must set cell phones to a non-audible signal upon entering the library.
- 3.1.7 Patrons shall not use offensive or abusive language or engage in offensive or abusive behaviour.
- 3.1.8 Patrons shall not distribute, dispense, possess, use, or sell alcohol or illegal substances on library property.
- 3.1.9 Computer resources exist for academic research, professional enrichment, and administrative use. Patrons shall not misuse the

Invermere Public Library's information technology or telecommunications systems or use them without permission. This includes, but is not limited to:

- a. The unauthorized or illegal use or misuse of the library phone and computer network systems.
- b. Violation of the library's Internet Use policy (policy #10); unauthorized entry or dissemination of electronic information.
- c. Prank or harassing phone calls or email messages.
- d. The hacking, duplication, or unauthorized use of copyrighted software; destruction, unauthorized transfer or alteration of electronic files.
- e. Unauthorized use of another individual's electronic identification number, such as password, Social Insurance Number, pin number and so on.

3.1.10 The Copyright Act (R.S., 1985, c. C-42) of Canada governs how copyrighted material may be used. All patrons are responsible for any infringement of this law.

3.1.11 Patrons shall not damage, mar or steal library materials or equipment, or in any way destroy, mark, or damage library furnishings, walls, equipment, or other library property.

3.1.12 The library is not responsible for any personal property brought into the library. Patrons are responsible for their own property and should not leave personal items unattended.

3.2. Response to Incidents

3.2.1 Depending on the gravity of the incident, staff has an escalating response protocol. (All of the following incidents are to be documented in writing.)

- a. Provide the patron with a warning.
- b. Ask the patron to leave the library immediately.
- c. Restrict or refuse future use of the library.
- d. Terminate a patron's library card.
- e. Call the RCMP.

3.3 Role of the Library Board

3.3.1 REINSTATEMENT OF LIBRARY PRIVILEGES

An appeal to have a library card reinstated and access to the library restored should be filed in writing to the Board. This appeal will be determined at an in-camera meeting of the Board. The Board's decision will be final and communicated in writing.

4. LIBRARY BOARD

4.1 Structure and Governance

- 4.1.1 The library operates under the provisions of the British Columbia Library Act.
- 4.1.2 The library provides services to the District of Invermere (DOI), to Areas F and G of the Regional District of East Kootenay (RDEK), the Village of Canal Flats, and the Village of Radium Hot Springs by virtue of the service agreement between the DOI and the RDEK.
- 4.1.3 The library board, constituted according to the terms of the BC Library Act and consisting of members appointed by DOI Council and the RDEK, governs the library.

4.2 The Role of the Board

- 4.2.1 The board acts in a position of trust for the community and is responsible for the effective and ethical governance of the library, and for supporting the work of the Library Director and staff.
- 4.2.2 The board is responsible for creating a mission and vision of library service for the community by articulating values and principles, setting goals, developing effective governance policy, monitoring library performance, and meeting provincial standards.
- 4.2.3 At all times, the board's officers will be the Chair and Vice-Chair.
- 4.2.4 The Library Director: is the secretary to the board, though responsibility may be delegated to another person.
 - 4.2.4.1.1 is an ex-officio member of the board.
 - 4.2.4.2 under the direction of the board, prepares and presents an annual budget to the DOI Council and the RDEK Board of Directors containing a detailed estimate of sums required to meet the ordinary expenses of
 - 4.2.4.3 implements the approved budget on behalf of the Board, which has exclusive financial control over the library's operations.
- 4.2.5 The board prepares and/or approves an annual report, which it provides to DOI Council, the RDEK, the province and the public.
- 4.2.6 The Board appoints the Library Director and conducts an annual performance review of the Library Director.
- 4.2.7 **Appendix 1, Invermere Public Library Trustee Responsibilities** provides an outline of library trustee responsibilities and duties.

4.3 Library Board Appointments and Terms of Office

- 4.3.1 In compliance with the Library Act, the Board will consist of an uneven number of members, no fewer than 5 and no more than 11.
- 4.3.2 The board of trustees shall be composed of seven volunteer trustees who are appointed by either the District of Invermere (DOI) or the Regional District of East Kootenay (RDEK). The composition of the board is as follows:
 - 4.3.2.1 one DOI council member and two trustees, acting as representatives of the DOI.
 - 4.3.2.2 two trustees from RDEK Area F.
 - 4.3.2.3 one trustee from RDEK Area G.
 - 4.3.2.4 one trustee from the Village of Canal Flats.
- 4.3.3 As outlined in the BC Library Act and in the terms of the service agreement that is in place between the DOI and the RDEK, a trustee must meet residency requirements, is appointed for a two-year term, and is eligible for reappointment up to a maximum of eight years. [Library Act, clause 5 (2)]
- 4.3.4 Any vacancy on the board arising from any cause other than expiration of the term will be filled for the unexpired portion of the term only.
- 4.3.5 Upon termination of office, board members will return items of a confidential nature, unpublished plans and programs for future development and items of a permanent nature such as manuals.
- 4.3.6 DOI and RDEK staff will advertise vacancies for their respective representatives and accept applications for appointment to the library board. Staff members will review the applications in consultation with the Library Director and forward their recommendations to either the DOI Council or the RDEK Board for approval and appointment.
- 4.3.7 Appendix 2, Board of Trustees Recruitment Package contains details regarding the recruitment of library board members.

4.4 Library Board Operation

- 4.4.1 REGULAR AND SPECIAL MEETINGS
 - i. Regular meetings of the library board will normally be held at the Invermere Public Library, or by video conference, on the first Tuesday of the month at 7:00 p.m. The Board will meet at least six times a year. The dates and times of the meetings will be set at the January meeting of the library board for the upcoming calendar year. A schedule of regular board meetings will be posted on the library's website.

- ii. A majority of all the board trustees constitutes a quorum. A trustee is considered present if they are attending in person or via a real-time electronic medium.
- iii. If there is a quorum present, the meeting will be called to order. If there is no quorum present after 15 minutes from the appointed start time, the Chair will designate another meeting date.
- iv. If neither the Chair nor Vice-Chair is present, the Library Director will call the meeting to order and the members present will elect an Acting Chair who has, during the meeting, all the powers of the Chair and is subject to all rules applicable to the Chair.
- v. Should a Board decision be required, and it is not possible to call a meeting, the Chair may conduct a poll of the Board by telephone or electronic mail in order to arrive at a decision. The decision will be ratified at the next library board meeting.
- vi. The Chair has a vote, the same rights and is subject to the same rules for participation and debate as other library board members.
- vii. The Vice-Chair will chair any library board meeting where the Chair is not present.
- viii. In the event that the Chair resigns or is absent for three consecutive regular Board meetings, the position will be declared vacant, and the Vice Chair will be declared Chair.
- ix. Board meetings are open to the public and no person shall be excluded except for improper conduct or creating a disturbance.
- x. Reports, petitions, and other submissions by the public to the library board must be submitted to the Board Chair in care of the Library Director in writing during the week prior to a regularly scheduled meeting.
- xi. Any person or organization wishing to appear as a delegation before the library board must make a written application to the Board Chair, in care of Library Director, indicating the subject matter and particulars of their presentation during the week prior to a regularly scheduled meeting. The library board reserves the right to refuse a request for a delegation appearance. Delegations shall be limited to fifteen minutes. The library board may extend this time limit.

- xii. There will be time prior to adjournment for brief comments or questions from the public that are pertinent to issues discussed during the meeting.

4.4.2 MINUTES OF MEETINGS

- i. Minutes will be kept of all regular and special meetings of the library board.
- ii. All minutes of regular and special meetings will be circulated by the Library Director to board members within one week of the meeting and will be brought forward for adoption at the next full meeting of the library board.
- iii. The minutes of all regular and special meetings (other than in-camera meetings) will be recorded by the Library Director and will be posted on the library's website once they have been adopted.

4.4.3 IN-CAMERA MEETINGS

- 4.4.3.1 The Board may hold an in-camera meeting if the subject matter being considered is deemed to be sensitive to any of, but not limited to, the following:
 - i. The security of individual personal information, including library patrons, library employees and board members.
 - ii. Proposed or pending property or other capital acquisitions.
 - iii. Labour relations and negotiations.
 - iv. Litigation, potential litigation, or other legal matters.
 - v. Any matter that would cause economic or financial harm to the library or to any party that has a relationship, financial or otherwise, with the library.
 - vi. Any requests related to the BC Freedom of Information and Privacy Protection Act.
- 4.4.3.2 In-camera meetings will be scheduled to coincide with regular meetings. The Board Chair will call the in-camera meeting to order after the regular meeting has been adjourned and all those excluded from the session have been excused.
- 4.4.3.3 In the case where a motion is required to be made in-camera due to a confidential matter, the recording of these minutes will be kept confidential and made available only to the Library Director and board trustees.

4.4.3.4 A synopsis of in-camera meetings will be reported at the next regular library board meeting.

4.4.4 INAUGURAL MEETING

4.4.4.1 The inaugural meeting is traditionally the first scheduled board meeting of the year. The purpose of the inaugural meeting is to elect officers and appoint representatives to the committees of the board.

4.4.4.2 At the inaugural meeting, the board elects first a Chair, then a Vice-Chair from among its members. These officers will serve until the next inaugural meeting and are eligible for re-election.

4.4.4.3 Election is by a majority vote of the trustees who are present. If there is only one nominee, that person is declared elected by acclamation.

4.4.5 AUDIO RECORDINGS OF REGULAR AND SPECIAL MEETINGS

4.4.5.1 The use of an audio recording device shall be permitted in regular and special meetings of the board except for those parts of the meetings which are closed to the public as defined in 4.4.3.

4.4.5.2 The purpose of the audio recording will be for accuracy in transcribing meeting minutes. Once the meeting minutes have been approved by the library board, the recording will be deleted from the recording device.

4.4.5.3 Members of the public are permitted to make their own audio recordings of the proceedings of meetings that are open to the public.

4.4.6 ATTENDANCE AT MEETINGS

4.4.6.1 Trustees are expected to attend all regular board meetings and their appointed committee meetings.

4.4.6.2 If a member fails to attend three consecutive regular meetings of the Board in person without the Board Chair's written approval, the Board may recommend to the DOI or RDEK that they remove the member for cause.

4.5 Committees

- 4.5.1 The Library Board Chair shall appoint board members to the following positions no later than the board's second regular meeting each year:
- i. British Columbia Library Trustees Association Liaison;
 - ii. Friends of the Library Liaison;

- iii. Kootenay Library Federation representative;
 - iv. Planning and Policy Development Committee Chair and members
 - v. Community Relations and Resource Development Committee Chair and members;
 - vi. Labour/Management Committee (Library Director/one trustee)
- 4.5.2 The Chair shall consider the preferences of individual library board members when making appointments.
- 4.5.3 The Board Chair and Library Director shall be ex-officio members of all committees.
- 4.5.4 All committee recommendations shall be brought to a meeting of the full Board for discussion and approval.
- 4.5.5 The library board shall have two standing committees:
- I. Planning & Policy Development
 - Mandate:
 - i. Ensure that the library board has a short- and long-term plan for library service development, and that community needs are regularly assessed.
 - ii. Coordinate, implement and communicate the library's strategic planning and development process.
 - iii. Initiate, receive and review policy proposals and make recommendations to the library board for changes to policy.
 - Responsibilities:
 - i. Assess and identify community needs for library service.
 - ii. Develop goals and objectives to meet expressed community needs.
 - iii. Ensure optimum community access to library services and resources.
 - iv. Develop and maintain plans for short- and long-term growth of library service. This includes ongoing coordination and development of the library's Strategic Plan.
 - v. Identify areas and review proposals for new policy development.
 - vi. Revise existing library board policies to reflect changing circumstances and new library board directions.
 - vii. Review and respond to suggestions, complaints and requests from the community relating to current policy or policy change.
 - viii. Carry out initiatives related to library board development, including issues related to library board structure and

governance as well as to trustee roles, responsibilities, and education.

II. Community Relations & Resource Development

Mandate:

- i. Strengthen community and government support and awareness of the services and value of the library through initiatives related to advocacy, partnerships, cooperation, marketing, and funding.
- ii. Establish and maintain effective relationships with all levels of government, external agencies, and the general public in order to promote a positive image of the library.
- iii. Act as an advisory committee to the library board and Library Director regarding all matters of fundraising and new revenue generation.
- iv. Initiate, receive, and review policy proposals related to community relations and resource development, and make recommendations to the library board for changes to policy.

Responsibilities:

- i. Work with the Library Director to develop strategies for increasing public awareness of, and support for, the library's vision, mission, and values, as well as its services and resources.
- ii. Prepare and present fundraising plans and revenue generation initiatives to the library board for review.
- iii. Implement approved fundraising activities and evaluate the effectiveness of the fundraising program.
- iv. Develop and maintain community involvement in library fundraising activities, including liaising with community-based fundraising groups. Work with the "Friends of the Invermere Library" to coordinate fundraising activities.
- v. Work with the Library Director to develop strategies for partnering or cooperating with other agencies.
- vi. Prepare and implement the library board's strategy for advocacy.
- vii. Maintain communication with the District of Invermere Council and the RDEK's Area F and Area G directors.
- viii. Initiate policies to meet changes that are made to the library's Strategic Plan.

ix. Ensures the list of appointed library board trustees as posted on the library's website remains current.

4.5.6 Issues outside the mandate of either of the two standing committees shall be dealt with by the library board as a Committee of the Whole or through the appointment of an Ad Hoc Committee.

4.5.7 The Library Director's annual performance review will be the responsibility of the board Chair in consultation with the Board.

4.6 Travel Expenses for Meetings of the Board

Car travel for trustees from Area F, Area G, and the Village of Canal Flats who attend regular and special meetings will be reimbursed at the rate provided for in the Travel Expenses on Library Business policy (Policy #5). No receipt is required.

4.7 Library Board Orientation and Development

4.7.1 A comprehensive orientation for new board members is necessary in order for them to acquire a shared understanding of the authority and role of the library's board of trustees. New board members shall be given a thorough orientation within the first two months of their appointment to the board.

4.7.2 The library director will provide an orientation to the library and the system within which it works that will include:

- An introduction to staff and a tour of the facility
- An overview of the Invermere Public Library website
- An overview of the Invermere Public Library's programs and services
- A discussion of provincial priorities for the current year
- An overview of our current library statistics
- A discussion of current trends and issues in public library provision and service delivery
- An introduction to various provincial library associations and federations

4.7.3 The board chair will provide an overview of the British Columbia Library Trustees Association (BCLTA) website and an orientation that will include the following topics:

- Library funding
- The library's legal, ethical, and financial integrity
- The respective roles of the library director and the board of trustees
- Board authority and power

- Strategic directions and challenges
- Effective board meetings

4.7.4 Each new board member will receive or be provided with access to a copy of the:

- Library Act for British Columbia
- Libraries Branch current strategic plan
- BC Public Libraries Statistics
- Invermere Public Library Strategic Plan
- Invermere Public Library Provincial Grants Report
- Invermere Public Library Policy Manual
- Invermere Public Library Statement of Financial Information (SOFI) Report and current budget
- Library director's job description, employment contract, and performance plan
- Collective agreement between the Invermere Public Library Board of Trustees and CUPE Local 5139
- BCLTA's website for additional trustee resources

4.7.5 New board members will be encouraged to attend the BCLTA's Trustee Orientation Program (TOP) workshop.

4.8 Conflict of Interest

4.8.1 Conflicts of interest arise when board members' personal interests' conflict with their duties and responsibilities as trustees. A conflict of interest can exist whether or not a pecuniary advantage exists.

4.8.2 Neither board members nor their immediate families may be employees of the Invermere Public Library.

4.8.3 Board members are responsible for understanding and identifying potential situations in which conflicts of interest might arise. Board members have a duty to declare possible conflicts before the onset of discussion on any given issue or agenda item.

4.8.4 Board members who perceive themselves to be in a possible conflict of interest will:

- i. Report the matter immediately to the library board Chair or Vice-Chair.

- ii. Excuse themselves at the onset of discussion, without comment, from not only the vote, but also the deliberation of the issue or agenda item in perceived conflict.
- 4.8.5 Board members may be present during such a discussion or debate to clarify information unless an objection is made by any other board member. Any declaration must be recorded in the minutes.
- 4.8.6 Full disclosure of a potential or actual conflict of interest will be made in writing to the Board of Trustees when:
 - i. A board member is related to another board or staff member by blood, marriage, adoption, or domestic partnership.
 - ii. A board member or a board member's family or business organization accrues a direct or indirect pecuniary or material benefit from:
 - A board decision or the outcome of a board decision
 - A contract or business arrangement established by the Invermere Public Library or the Library Board of Trustees
 - iii. A board member's organization receives grant funding from the Invermere Public Library
 - iv. A board member is a member of the governing body of a contributor to the Invermere Public Library.
- 4.8.7 This policy is intended to supplement but not replace any applicable federal, provincial, or municipal laws governing conflict of interest.

4.9 Recognition of Departing Board Members

In recognition of volunteer service rendered by departing Board Members, the library board may authorize the purchase of a gift certificate (\$25.00 for a two-year term served to a maximum of \$50.00 thereafter) from a local establishment that has previously demonstrated support for the library.

5. TRAVEL EXPENSES ON LIBRARY BUSINESS

- 5.1 The Invermere Public Library will reimburse staff and members of the library board for out-of-pocket expenses incurred when they are out of the area served by the library, on library board business.
- 5.2 All travel by library staff and board members to out-of-area workshops, meetings, etc. must be pre-approved by the library board in order to receive reimbursement of expenses incurred as per Policy Number 7.
- 5.3 Reimbursement claims will be completed on the Travel Expense Voucher within 30 days of completion of travel.

TYPES OF EXPENSES:

a. Transportation

- i. Includes airfare, bus fare, train fare, taxi fare, ferry charges and car rental fees– **receipts required**.
- ii. Car travel will be reimbursed at the current District of Invermere (DOI) rate per kilometre to the driver of a personal vehicle when attending out-of-area preapproved functions. (No receipt required for this type of travel.)
- iii. Where practical, board and staff members should travel in shared transportation. When another organization is paying mileage, the Invermere Public Library will reimburse attendees the amount necessary to bring the total reimbursement to the current DOI rate per kilometre.
- iv. Where a staff or board member chooses to use a private vehicle in lieu of air transportation, payment shall be the **lesser** of the mileage from the library to and from the meeting place; and the combined total expense of airfare, mileage to and from home to the Canadian Rockies International Airport or the Calgary International Airport, airport parking fees, transportation to and from the destination airport to hotel or meeting place, including tax and gratuity.

b. Meals

- i. Meals consumed while away from home (and only those not provided at the meeting or included with registration fees) will be reimbursed at the current DOI rate.
- ii. These allowances include applicable taxes and gratuities.

c. Lodging (receipts required)

- i. Where possible, accommodation should be pre-booked at a guaranteed rate. When making reservations, the lowest available rate should be requested.
- ii. Reservations for room rates exceeding \$150.00 per night must receive prior approval by the Board.
- iii. A \$30.00 allowance will be paid when a Board or Staff member is staying with friends or relatives. **No receipt is required in this case.**

d. Miscellaneous Expenses (receipts required)

These expenses include course or convention registration fees, parking fees, necessary telephone charges, fax messages, Internet access and courier charges, and laundry expenses.

5.4 Reimbursement Procedures

- a. Two signing authorities review the expenditures (per the travel expense vouchers signed by the Library Director) prior to signing the reimbursement cheques.
- b. The Library Director's travel expense vouchers must be authorized by a signing authority prior to a cheque being issued.

5.5 Staff will be reimbursed at the current DOI rate per kilometre for in-town travel on official library business (post office, DOI, et cetera). Travel expense vouchers for this type of travel are to be submitted on a monthly basis.

6. PROFESSIONAL DEVELOPMENT

6.1 Library Staff

- 6.1.1 Professional development funds will be allocated to library staff in the yearly budget.
- 6.1.2 All expenses incurred relating to professional development will be paid in accordance with regulations in Policy Number 5 (Travel Expenses on Library Business).
- 6.1.3 Professional development funds may not accumulate from one year to the next.
- 6.1.4 The professional development budget is to be determined by the Library Director in an equitable manner for the benefit of all paid staff.
- 6.1.5 The Library Director will account to the library board on an ongoing basis for expenditure of funds from this budget category.
- 6.1.6 Within 30 days of completion of the professional development activity, the attending library staff member will provide a brief written summary of the highlights of that activity to the board through the Library Director and their potential application to the Invermere Public Library.

6.2 Library Board Trustees

- 6.2.1 The library board will maintain active memberships in the British Columbia Library Trustees Association (BCLTA), and other trustee-related associations at the discretion of the Chair.
- 6.2.2 Library board trustees are encouraged to pursue activities that will enhance their ability to perform their duties and bring to the library information and ideas gained from programs and contacts. Trustees are encouraged to attend a BCLTA *Trustee Orientation Program* session in addition to visiting the BCLTA website.
- 6.2.3 One library board trustee will be reimbursed for expenses incurred while attending the BCLA/BCLTA Annual Conference if funds are available.
- 6.2.4 Expenses incurred by trustees while attending meetings, seminars, conventions and events other than the BCLA/BCLTA Annual Conference will be reimbursed as per Policy 7 upon approval by the Board Chair and confirmation of the availability of funds.
- 6.2.5 If a subsidy from another agency is available for trustees to attend meetings, seminars, conventions and other events, the library board shall reimburse the trustee the amount of the difference between the subsidy and the actual expenses incurred.

6.2.6 Within 30 days of completion of the professional development activity, the attendee will provide a brief presentation and written summary of the highlights of that activity to the Board and their potential application to the Invermere Public Library. A record of these reports will be kept on file for future reference.

7. FINANCES

7.1 The library is financed according to the provisions of the Library Act.

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

7.3 Unless otherwise directed by the library board, monies remaining in the budget as surplus at year-end are carried over to the following year for use by the library.

Deficits at year-end are normally funded out of the following year's budget or, if directed by the board, from existing accumulated surplus.

7.4 Budget Process

7.4.1 The Library Director prepares a tentative budget in September each year in consultation with the board treasurer and the bookkeeper.

7.4.2 The board approves the budget and presents it to DOI council and RDEK.

7.5 Accounts & Audits

7.5.1 The library shall maintain distinct and regular accounts of its receipts, payments, credits, and liabilities.

7.5.2 The library shall submit its accounts to be audited by the District of Invermere (DOI) auditors in the same manner and at the same time as the accounts of the District of Invermere are audited.

7.5.3 The audited financial statements will be the sole financial document used when presenting the library's financial standing for the previous year to any outside agency.

7.5.4 Copies of the audited financial statements will be provided to DOI, RDEK, and Libraries Branch; and will be available to the public.

7.6 Signing Authority

7.6.1 The annually assigned library board trustees (a minimum of two) and the Library Director are authorized signing officers for the library.

7.6.2 All cheques issued by the library require the signature of two authorized signing officers.

7.7 Agreements

7.7.1 The Library Director and Librarian are authorized to enter into agreements and contracts for the supply of goods and/or services on behalf of the library, subject to the expenditure limits specified in 7.8.

7.8 Revenue

- 7.8.1 All monies received by the library are incorporated into the general revenue fund unless otherwise specified.

- 7.8.2 CUSTOMER CHARGES
 - 7.8.2.1 Charges levied against a customer must be paid in the following tenders: cash or cheque.
 - 7.8.2.2 The library may accept in lieu of payment for a lost or damaged item a new copy of that same item or an item of equal value with the prior approval of a staff member.
 - 7.8.2.3 A service charge will be levied for payments that do not clear, such as cheques marked not sufficient funds. The charge will be in the amount of any additional processing charges incurred by the library.

- 7.8.3 DISPOSITION OF SURPLUS PROPERTY
 - 7.8.3.1 The library may dispose of library materials, equipment or furniture which are no longer required or appropriate for library use. Surplus property will be advertised and sold at a fixed price.
 - 7.8.3.2 Property with an estimated value of less than \$500 may be disposed of at the discretion of the Library Director.
 - 7.8.3.3 Property with an estimated value of \$500 or more may be disposed of by a method determined by the library board.

- 7.8.4 PURCHASES AND EXPENDITURES
 - 7.8.4.1 All purchases and expenditures are subject to the annual budget approved by the library board and the limits set in this policy. The library board must approve by formal resolution any purchase not in the budget, regardless of amount.
 - 7.8.4.2 Purchasing decisions are made on the basis of price, quality and availability of the goods or services.
 - 7.8.4.3 A competitive bid process shall not be required for single purchases or expenditures of \$2,500 or less. The Library Director may utilize current vendors meeting requirements with proven performance history with the library. If no current supplier is available, the Library Director will make the purchase based on policy 3.3.2.
 - 7.8.4.4 For single purchases or expenditures between \$2,501 and \$10,000, written quotations will be sought from a minimum of

three qualified vendors, unless three who meet requirements are not available.

- 7.8.4.5 The Library Director, or the Librarian when the Library Director is absent, must approve single purchases of \$10,000 or less.
- 7.8.4.6 For single purchases or expenditures greater than \$10,000, formal competitive bids will be sought from a minimum of three qualified vendors unless three are not available, meeting requirements. A pre-qualification tendering process will be used unless the Library Director specifies an open tender process. In the pre-qualification tendering process, the following documents will usually be used:
 - Covering letter;
 - Instructions to tenderer detailing administrative procedures relating to the tender e.g., dates and times, method of tender return, evaluation criteria and where tender queries should be directed;
 - Invitation to tender, including:
 - Specification of requirement
 - Service level agreement

7.8.4.7 The library board must approve single purchases greater than \$10,001 by a formal resolution.

7.8.4.8 Travel expenditures are addressed in Policy 5.

7.8.5 CASH ON PREMISES

- 7.8.5.1 The library maintains a petty cash fund. Expenditures from the petty cash fund must have prior approval from the Library Director or Librarian.
- 7.8.5.2 The library maintains a cash float to be used for making change for patrons.
- 7.8.5.3 The Library Director reconciles the petty cash fund on a quarterly basis and has the fund replenished from the general funds as required by submitting receipts to the DOI Finance Department.

7.9 Tangible Capital Assets

- 7.9.1 The Invermere Public Library organizes its tangible capital assets according to these major categories:
 1. Library Collection
 2. Furniture and Equipment

3. Information Technology (IT) Infrastructure (hardware only)

Library Collection

The library collection is comprised of all material purchased by the Invermere Public Library that is made available for public use, including lending the material, unless specified for in-library use. Different types of material in the collection have different average useful lives. Consequently, the library collection is divided into four material categories which shall be capitalized at different periods: print, audio/visual, serials, and database subscriptions.

Print materials that are added annually to the library collection do not have a minimum dollar amount threshold. All print material acquisitions are pooled together and are capitalized in the year of acquisition. Since donations entered into the library collection are minimal, materials donated to the library are not capitalized.

No adjustment will be made for items discarded prior to their full amortization period of 10 years. Allowance for such dispositions is built into the useful life of the entire collection.

Furniture and Equipment

Furniture and equipment purchases have a minimum dollar threshold of \$500 for capitalization. Any purchases under \$500 in this category is expensed in the year of acquisition.

Information Technology Infrastructure

IT infrastructure purchases have a minimum dollar threshold of \$500 for capitalization. Any purchases under \$500 in this category is expensed in the year of acquisition.

7.9.2 TANGIBLE CAPITAL ASSETS SCHEDULE

The straight-line method is used for all amortization calculations. All tangible capital assets have a residual value of zero at the end of the amortization period. For simplicity, a full year of amortization is recognized in the year of acquisition. Refer to table that follows.

Library Collection

Material Type	Useful Life	Capitalization Schedule
Print (paperbacks, trade paperbacks, hardcovers)	10 years	Straight-line amortization over 10 years, no residual value
Audio-Visual (DVDs, CDs, kits)	1 year	Expensed annually
Serials (magazines and newspapers)	1 year	Expensed annually
Database subscriptions	1 year	Expensed annually

Furniture and Equipment

Item	Useful Life	Capitalization Schedule
Furniture/Equipment	10 years	Straight-line amortization over useful life of each asset unit, no residual value

IT Infrastructure

Item	Useful Life	Capitalization Schedule
Hardware	5 years	Straight-line amortization over useful life of each asset unit, no residual value

8. COMPUTER USE AND INTERNET ACCESS

8.1 The library provides public computer and Internet access as a complement to other information resources. The public computers are meant to enhance access to electronic services for informational, educational, and recreational purposes. Internet access is provided in keeping with the Canadian Library Association's statement on Intellectual Freedom.

8.2 COMPUTER USE

8.2.1 Access to the Internet is available to users 15 years of age or older. A person under the age of 15 have a parent or guardian present to provide consent before they can use a public computer.

8.2.2 A person wishing to use a public computer must accept and abide by the terms set out in this policy. Violations of this policy may result in suspension of library privileges, exclusion from the library or even prosecution. (See Policy 3 – Patron Code of Conduct.)

8.2.3 Public computers are situated in public areas, so content being viewed by users may be seen by other library patrons. Users are expected to use public computers (including Internet access) in accordance with this environment.

8.2.4 The library does not guarantee that the mechanical functions of this service will be uninterrupted or that the service will meet any specific user requirements. The library will not be liable for any direct, indirect, incidental, or consequential damages sustained or incurred in connection with the use of this service.

8.2.5 Public computers will only contain software owned by or licensed to the library. Users are not permitted to alter, tamper with or damage the library's computer equipment or software configuration.

8.2.6 To ensure equitable access to computers the library may impose limits and guidelines. The library reserves the right to modify these limits and guidelines.

- 8.2.7 Staff will assist in cases where mechanical or network problems arise but are not required to provide instruction on computer or Internet use.
- 8.2.8 Printing from public computers is available for a fee. All printing is the sole responsibility of the computer user.
- 8.2.9 Because public computers are used by many people throughout the day, it is the user's responsibility to ensure that they have deleted all personal information from the workstation when their session ends. It is also the user's responsibility to sign out of any applications or online services they accessed on the library's computer.

8.3 INTERNET ACCESS

- 8.3.1 Users are responsible for the legality of any sites they access. Users are subject to federal, provincial, and municipal legislation regulating Internet use, including the provisions of the *Criminal Code* regarding obscenity, child pornography, sedition, the incitement of hate, as well as terrorism, and money laundering. The use of the library's Internet service for illegal purposes is prohibited.
- 8.3.2 Users are responsible for all of their activities on the Internet. The Internet is not a secure medium, and third parties may be able to obtain information about users' activities. The library assumes no responsibility for the security and privacy of on-line transactions.
- 8.3.3 For users who are 15 years of age or younger, access to the Internet and other electronic networks is the responsibility of their parent or guardian.
- 8.3.4 The library does not manage the content of the information accessed through the Internet. The library assumes no responsibility for any direct or indirect claims, damages, or costs, howsoever caused, sought by users or third parties arising from its provision of access to Internet services.
- 8.3.5 The copying or distribution of certain materials found on the Internet may infringe on copyright or other intellectual property rights. The library is not responsible for such infringements.

8.4 3D PRINTER USE

The Invermere Public Library strives to offer community access to new and emerging technologies. This policy establishes the acceptable use of the library's 3D printing equipment by the public in collaboration with library staff. The library's 3D printer is available to the public to make three-dimensional objects in PLA filament using a design that is uploaded from a digital file. The following policies must be adhered to when using the library's 3D printer:

- 8.4.1 The library's 3D printer may be used only for lawful purposes. The public will not be permitted to use the library's 3D printer to create material that is:
 - 8.4.1.1 prohibited by provincial or federal law.
 - 8.4.1.2 unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.
 - 8.4.1.3 obscene or otherwise inappropriate for the library environment.
 - 8.4.1.4 in violation of another's intellectual property rights. For example, the printers may not be used to reproduce materials that is subject to copyright, patent, or trademark protection.
- 8.4.2 To initiate a 3D printing request, patrons will provide library staff with the file in a compatible format for the 3D printer. Print jobs are then reviewed by staff for file functionality and approved material as listed above in 8.4.2. The library reserves the right to refuse any 3D print request. A cost estimate can be provided upon request.
- 8.4.3 The 3D printer is to be operated by library staff only.
- 8.4.4 Printing costs are charged with a flat rate administrative fee, due upon the submission of the 3D file to the library. An additional per gram fee of the object's finished printed weight will be calculated when the printing is completed and will be payable in cash upon pick-up of the item. These fees will be posted on the library website and in the library.
- 8.4.5 When submitting digital files for printing, the customer agrees to assume all responsibility for, and shall hold the library harmless in, all matters related to patented, trademarked or copyrighted materials.
- 8.4.6 The library is not responsible for the functionality or quality of content produced on the 3D printer.
- 8.4.7 Items printed from the library's 3D printer that are not picked up within 14 days will become property of the library.
- 8.4.8 Refunds are not permitted.

9. HOURS OF SERVICE

9.1 The library board establishes hours of service for the library, responding to customer expectations in conjunction with available resources.

9.2 Hours of service will be posted at the library and will be communicated through other channels where appropriate.

9.3 The library board will review hours of service on a regular basis.

10. RECONSIDERATION OF MATERIALS

- 10.1 The library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. To that end, the library strives to provide the widest possible range of resources within its collections.
- 10.2 Library users may, on occasion, consider the content or manner of expressing ideas in certain materials to be offensive. The library recognizes the right of any individual or group to reject library material for personal use, but it does not accord to any individual or group the right to restrict the freedom of others to make use of that same material.
- 10.3 Library users who object to materials located in a library collection are asked to complete a written request for the reconsideration of such materials. Request forms for this purpose are available at the library.
- 10.4 The Library Director will communicate decisions made about challenged materials to the originators of the requests upon the completion of a formal review.
- 10.5 If the individual or group disagrees or is not satisfied with the decision of the Library Director, they may make a further request for reconsideration of the material to the library board. The library board's decision will be final.

Invermere Public Library

Policy name: Reconsideration of Materials

Policy Number 10

Request for Reconsideration of a Title

Date: _____

Name: _____

Address: _____

City: _____

Province: _____ Postal Code: _____

Complainant Represents: [] Self

 [] Organization _____

(Please name)

1. Resource

Title _____

Author _____

- Format: [] Book [] Audio Recording [] DVD
- [] Magazine [] Newspaper [] Display
- [] Electronic Resource
- [] Library Program [] Other

2. What is your objection? (Please be specific; cite pages.)

3. What do you feel might be the result of reading/viewing/listening to this resource?

4. What age group would you recommend for this resource?

5. Do you have anything positive to say about this resource?

6. Did you read/view/listen to the entire resource?

7. Have you read any reviews of this resource by literary critics?

8. What do you believe is the theme of this resource?

9. What would you like your library to do about this item?

10. Would you recommend something else to replace this resource?

11. Additional comments:

Signature of Complainant

11. EMPLOYEE WELLNESS

The Invermere Public Library recognizes the importance of employee health and wellness. The Wellness benefit provides an innovative means to support all aspects of an employee's well-being and provides a broad range of opportunities to maintain and enhance an employee's health and wellness. Examples of eligible expenses include:

- Participation in physical activity that promotes good health
- Purchase of fitness and sports equipment that promotes good health
- Products and services that improve health and well-being

On January 1st of each year, full-time permanent employees will be entitled to a maximum of \$500 to be used for reimbursement of expenses for health- and wellness-related activities and services. These expenses will be approved at the discretion of the Library Director. Employees will be reimbursed for these expenses upon submission of a health and wellness claim form along with an original receipt for each expense.

Permanent employees with less than full-time work assignments will be entitled to a pro-rated health and wellness amount based on their full-time equivalent (FTE).

Employees who are hired to fill a permanent position after January 1st will receive a pro-rated benefit amount based on both their FTE and the number of months of service in that fiscal year.

Employees who leave the employ of the library before the end of a fiscal year will have their benefit amount pro-rated based on their months of employment in that fiscal year. Any amount that is required to be paid back to the wellness benefit fund will be deducted from their final cheque.

The annual wellness benefit must be used during the fiscal year in which it is allocated, and left-over amounts will not be carried over into the next year.

The Wellness benefit is a taxable benefit.

The Employee Wellness Policy will be reviewed annually.

INVERMERE PUBLIC LIBRARY
EMPLOYEE WELLNESS EXPENSE VOUCHER

EMPLOYEE NAME: _____

DESCRIPTION OF WELLNESS EXPENSE:

AMOUNT CLAIMED: _____

EMPLOYEE SIGNATURE: _____

DATE: _____

****PLEASE ENSURE ORIGINAL RECEIPT FOR EXPENSE IS ATTACHED TO THIS FORM. ****

AUTHORIZED: _____

DATE: _____

G/L CODE: 90-2-200-0017

12. DONATIONS AND FUNDRAISING

- 12.1 The library board welcomes gifts of money and in-kind material that assist in the delivery of quality service to the community.
- 12.2 Any conditions attached to donations of money or other assets to the library are subject to established policy and procedures, or are approved by the library board on a case-by-case basis.
- 12.3 Donated material becomes the exclusive property of the library. The library reserves the right to refuse the donation of any unsolicited gift.
- 12.4 Upon acceptance of a gift, the Library Director or designate exercises final authority over the inclusion, placement, location, circulation, display and withdrawal of any donated item.
- 12.5 Donors will be issued tax-deductible receipts for gifts that fall within Canada Revenue Agency's guidelines. Tax receipts for in-kind gifts of books or other donations will be provided upon request if the material is in excellent condition, meets selection criteria, and is less than two years old. Older materials must be accompanied by a valuation in writing (at the donor's expense) by a recognized authority.
- 12.6 DONATIONS TO THE COLLECTION
- 12.6.1 Donations of materials for the collection will be evaluated in accordance with the criteria that govern the acquisition of purchased material.
- 12.6.2 Acceptance of donated material does not mean the library will add the material to the collection. The library will give books and materials not selected for addition to the collection to the "Friends of the Invermere Library" or dispose of them as it sees fit.
- 12.6.3 Donations of materials that are accepted for addition to the collection will be interfiled with regular collection material.
- 12.7 RECOGNITION
- 12.7.1 The purpose of the recognition program is to thank donors, to encourage others to give, and to build positive long-term relationships between the library and its donors.
- 12.7.2 Recognition may be in the following form:
- A verbal 'Thank you';
 - A personalized letter of thanks with a receipt from the Library Director;

- Upon request, bookplates will be placed for bequests, memorials, gifts of new collection material, or in collection material purchased with a monetary donation.
- Other

13. EMPLOYEE CODE OF CONDUCT

The purpose of this policy, in conjunction with the *Respectful Workplace Policy*, is to help employees work together harmoniously according to the standards established by the Invermere Public Library. This policy recognizes that individuals have the right to be treated with respect in the workplace. The Invermere Public Library will not, and employees should not, condone behaviour in the workplace that is unacceptable and likely to undermine work relationships or productivity.

The responsibility for creating and maintaining a positive work environment rests with all persons sharing the workplace. The Invermere Public Library, in exercising its responsibilities as the employer, will endeavour, at all times, to provide a positive work environment. A positive work environment is one which is free from offensive remarks, materials or behaviour, in which professional and productive working relationships are maintained, and in which employees provide courteous and efficient service to the community in a friendly and professional manner.

The standards established in this policy are intended to reinforce the responsibilities of all parties in achieving and maintaining a positive work environment. The requirement to comply with these standards of conduct is a condition of employment. This policy applies to all persons employed by the Invermere Public Library while they are at work on library premises or on duty at locations other than the library facility.

A breach of this policy may result in disciplinary action (see *Step Discipline Policy*), up to and including dismissal.

13.1 STANDARDS

13.1.1 Unacceptable Conduct

The following list contains examples of the types of conduct which the Invermere Public Library views as unacceptable and deserving of discipline, up to and including discharge. This list is not exhaustive of the types of conduct that may give rise to discipline or discharge.

1. Deliberate or wilful destruction or damage of property, equipment, machinery or tools belonging to the Invermere Public Library or to fellow employees.
2. Theft of property belonging to the Invermere Public Library or fellow employees.
3. Engaging in immoral conduct, swearing, or using obscene or abusive language.
4. Harassment of fellow employees.
5. Possession of dangerous weapons or illegal items.
6. Fighting, threatening, or intimidating others, or provoking or instigating a fight.
7. Engaging in illegal conduct.

8. Refusal to follow instructions from a supervisor or any member of management without a valid reason.
9. Knowingly or negligently engaging in unsafe work habits, including violating safety rules or practices, and endangering the safety of people.
10. Knowingly falsifying operation records of the Invermere Public Library, including timecards and employment applications.
11. Disclosing confidential information that employees receive through their employment. There are two types of private, personal information about library users that need to be kept in confidence, or shredded, in all circulation, reference and customer service transactions:
 - a. A patron's personal information such as ID documents required, or personal information recorded when a patron signs up for a library card.
 - b. Information about a patron and their reading interests, history or use of the library, materials consulted, research and reference requests, information provided to staff assisting with a search and their whereabouts (time or date they may visit or have visited the library, etc.).
12. Engaging in poor work habits, including
 - a. Stopping work or leaving the work area during work hours without notifying and obtaining permission from the supervisor or person in charge.
 - b. Repeated interruption of another employee's work for reasons unrelated to the performance of the duties or responsibilities of either employee.
 - c. Posting, altering, or removing notices, signs or other materials on bulletin boards located on library premises that are unrelated to library business without authorization from the library director. This does not include the posting, alteration or removal of materials related to union business.
 - d. Overstaying a leave of absence without prior written approval.
 - e. Being absent from work or failing to report to work without reasonable cause or without notifying the supervisor or other person in charge.
 - f. Unauthorized use of any library equipment, vehicles, or tools.
 - g. Using, possessing, consuming, or being under the influence of illegal drugs and/or alcohol while on duty.
 - h. Conducting personal business or personal matters unrelated to the employee's duties and responsibilities during work hours, exclusive of lunch hour and coffee breaks. This does not apply to emergency situations.
 - i. Accessing information/documentation from another employee's workspace (i.e., office, desk, computer, etc.) without prior authorization from the employee. This does not apply to situations where the employee is unavailable, and the supervisor requires the information in order to conduct library business.

13.1.2 Political Activity

Employees are free to participate in political activities including belonging to a political party, supporting a candidate for elected office, and actively seeking elected office. Employees' political activities, however, must be clearly separated from activities related to their employment. If engaging in political activities, employees must be able to retain the perception of impartiality in relationship to their duties and responsibilities.

Employees must not engage in political activities in the workplace, or use Invermere Public Library facilities, equipment, or resources in support of these activities. Partisan politics at the local, provincial, or federal levels are not to be introduced into the workplace. This does not apply to informal private discussions among co-workers.

13.1.3 Workplace Dress

Employees shall dress in attire appropriate for the employee's position, having regard to the nature of the employee's work and the importance of maintaining a professional work environment and image.

13.1.4 Outside Remuneration

If an employee engages in outside employment or business, the Invermere Public Library expects that it does not place demands inconsistent with his/her job, and, in particular, that:

- it does not interfere with the performance of his/her duties while working.
- it does not constitute an actual or apparent conflict of interest, as described in 13.1.7 of this policy;
- it is not performed in such a way as to appear to represent the Invermere Public Library;
- it does not bring the Invermere Public Library into disrepute;
- it does not involve the unauthorized use of library premises, services, equipment, information or supplies the employee has access to by virtue of their employment with the Invermere Public Library; and
- the employee does not use their position with the Invermere Public Library or contacts with the public during the course of their duties to solicit business for which outside remuneration will be paid.

13.1.5 Dealing with the Public

Employees are expected to conduct themselves in a friendly, courteous, and professional manner when dealing with the public.

13.1.6 Public Comments

Employees are free to comment on public issues but must exercise caution to ensure that by doing so they do not jeopardize the perception of impartiality in the performance of their duties. For this reason, care should be taken in making comments

or entering into public debate regarding the Invermere Public Library's policies. Invermere Public Library employees must not use their position to lend weight to the public expression of their personal opinions.

13.1.7 Conflict of Interest

The Invermere Public Library recognizes the right of the employees to be involved in activities as citizens of the community, but employees must keep their role as private citizens separate and distinct from their responsibility as Invermere Public Library employees and avoid conflict of interest situations. A conflict of interest occurs when an employee's private affairs or financial interests are in conflict or could result in a perception of conflict with the employee's duties or responsibilities.

"Pecuniary interest" means any interest in a matter that could monetarily affect the employee, either directly or indirectly, unless that interest is one that the employee has in common with the general public. The pecuniary interest of a spouse, a parent, or a child of the employee is, if known to the employee, deemed to be the interest of the employee.

"Personal interest" includes any interest in a matter that could benefit the employee their relationships with other persons or organizations or in their private activities, unless that interest is one that the employee has in common with the general public. An employee shall

1. not use information or a record that is obtained in the performance of their duties and that is not available to the general public to further their pecuniary or personal interests, or for any purpose other than for the performance of the duties of the employee;
2. notify the Library Director and the Invermere Public Library Board of Trustees, in writing, of any pecuniary or personal interest that they have in any enterprise which proposes to transact business with the Invermere Public Library;
3. notify the Library Director and the Invermere Public Library Board of Trustees, in writing, of any pecuniary or personal interest they have in any property that will be or is the subject of an application to the Invermere Public Library;
4. avoid any situation which could impair their judgment in the performance of their duties, or which could compromise their ability to perform these duties impartially or fairly, or could give this impression to others;
5. not use their position to influence or attempt to influence a decision, recommendation, or other action to be made by the board, a committee, or another employee if they have a pecuniary or personal interest in the decision, recommendation, or other action.

13.1.8 Acceptance of Gifts or Other Payment

1. An employee shall not accept a gift, favour, or service from any individual, organization or corporation that can reasonably be viewed as an attempt to influence the employee in the performance of their duties.
2. Item 1 above does not apply to a gift having a value of less than \$100 that is given in the normal exchange of hospitality between persons doing business together, tokens exchanged as part of protocol, or the normal presentation of gifts to persons participating in public functions.
3. Employees shall not accept monetary or other payment in addition to normal salary or expenses for duties that they perform in the course of their employment.

13.2 PROCEDURE FOR BREACH OF THE CODE OF CONDUCT

13.2.1 Employees' Rights

All employees have a right to report verbally, or in writing, any evidence of breach of the standards set out in this policy. Reports should be submitted to the employee's direct supervisor. Employees have a responsibility not to be frivolous or vindictive in making such reports.

13.2.2 Employees' Duties

Employees have a duty to report any situation that they believe contravenes the law, misuses public funds or assets, or represents a danger to public health and safety.

13.2.3 Library Director's Responsibility

The Library Director has an ongoing responsibility to respond immediately to stop any activity in the workplace that undermines this policy, whether or not there has been a complaint.

14. Respectful Workplace Policy and Guidelines

The purpose of the Respectful Workplace Policy is:

- To formalize the responsibility and commitment of the Invermere Public Library to ensure that all employees, library board trustees, volunteers, residents, customers, and visitors enjoy a workplace and service environment that is free from any form of discrimination or discriminatory harassment (including sexual harassment.)
- To establish that the Invermere Public Library promotes a work environment in which all employees, library board trustees and volunteers are treated with respect and dignity and can contribute to a productive and professional atmosphere.
- To ensure that all employees, library board trustees and volunteers understand what is meant by a respectful workplace and know what to do to ensure that a respectful workplace is created and maintained at the Invermere Public Library.
- To provide processes and procedures to handle complaints and remedy situations when workplace discrimination, discriminatory harassment, or workplace conflict, as defined by this Policy, occurs.

Nothing in this Policy should be construed as depriving employees covered under the collective agreement of CUPE Local 5139, of their rights under the collective agreement. The intention is for this policy to work in conjunction with any language on discrimination contained in the collective agreement.

14.1 GENERAL

In order to foster a respectful workplace, everyone at the Invermere Public Library must understand that this policy applies to all. Every employee, library board trustee and volunteer must accept their responsibility and accountability to ensure that a discrimination and a discriminatory harassment-free workplace and service environment exists at the Invermere Public Library. The following points apply to all employees, library board trustees, volunteers, residents, patrons, and visitors at the Invermere Public Library.

14.1.1 What is a respectful workplace?

- A respectful workplace is one which is free from discrimination and discriminatory harassment as prohibited by the BC Human Rights Code. Discrimination and harassment are not tolerated at the Invermere Public Library, and everyone listed above shall have a respectful experience free from discrimination and harassment.
- A respectful workplace is a workplace where everyone listed above feels comfortable and is treated fairly and civilly by others.

- A respectful workplace is one which recognizes that bullying behaviour and other power tactics such as intimidation and adversarial actions are inappropriate and contrary to a respectful workplace culture.
- A respectful workplace celebrates diversity, and promotes cooperative and collaborative behaviour including individual responsibility, healthy group dynamics, and proactive problem solving.
- A respectful workplace will have clearly defined and well understood Respectful Workplace Guidelines which everyone listed above adhere to.
- Each member of management and each library board trustee at the Invermere Public Library will act as a model for their staff and will perform their supervisory duties in a respectful, non-discriminatory way.

14.1.2 Our Commitment to Employment Equity

The Invermere Public Library incorporates the intent of the respectful workplace policy in its hiring practices. The Invermere Public Library promotes equal access to jobs, promotions, transfers, pay increases, training and development opportunities, and other aspects of employment to all individuals.

The Invermere Public Library will provide fair and equal opportunities to all employees and prospective employees. The Invermere Public Library will employ people who are capable of carrying out the work available, regardless of their ethnicity, gender, culture, religion, age or affiliations.

14.2 RESPECTFUL WORKPLACE GUIDELINES

The Invermere Public Library promotes an open, tolerant, inclusive, and productive work environment which recognizes the unique contributions of each employee, library board trustee, and volunteer. To accomplish this, everyone who works or volunteers at the Invermere Public Library should be familiar with the Respectful Workplace Policy, including the following guidelines for work behaviour and interpersonal relationships at work.

All employees, library board trustees, and volunteers of the Invermere Public Library are expected to conduct themselves in a respectful, friendly, courteous, and professional manner. This means:

- Be aware of the fact that how you act can and will impact others in the workplace. If you believe that you have a right to be treated fairly and respectfully, then you have a responsibility to ensure that you treat others fairly and respectfully.
- Treat fellow workers, trustees, and volunteers in a fair and respectful way. We should all be aware of both the Golden Rule, which states that we should treat others as we ourselves wish to be treated and the Platinum Rule, which states that we should treat others as they wish to be treated. Just because we are comfortable with a particular comment, joke, or action, we should not assume

that this means that others in our workplace are also comfortable. It is the responsibility of every employee, library board trustee, and volunteer to get to know their co-workers, to be aware of who is around, and to think about how others may react before speaking or acting.

- Avoid making comments which target others on the basis of their sex, race, or any other personal characteristic that is a prohibited ground of discrimination in the B.C. Human Rights Code.
- Do not discuss your sexual life or ask others about their sexual life in a work group setting. Think about what topics need to remain private and which can be discussed openly within your work group.
- Make sure that you do not bring any inappropriate material, including inappropriate material of a sexual nature, into the workplace. You should not have any inappropriate or disrespectful materials at your workstation, or access or keep any on a computer at work. You should not forward inappropriate or disrespectful email messages, including those that “jokingly” may target individuals on the basis of race, sex, sexual orientation, disability, or any other prohibited personal characteristic.
- Respect the fact that others may be different from you and that they may have a different approach or way of doing something than you do. Try and maintain an open attitude and be curious about the differences and diversity that you encounter in the workplace.
- Check out your assumptions. If you are not sure if your actions will be welcomed, ask the other person if they are comfortable with the compliment, conversation, joke, picture etc.
- If you do something that offends or bothers someone, take responsibility for your actions, and try and make amends. A genuine apology can be offered when you realize you have done something which may have offended someone, even in cases when you did not mean it or realize that you were being offensive.
- Be aware of the fact that bullying behaviour and other power tactics such as intimidation and adversarial actions are inappropriate and contrary to a respectful workplace culture.
- Avoid talking negatively, gossiping, making assumptions, or being judgmental about your co-workers. This type of behavior encourages conflict in the workplace and is not consistent with a respectful workplace culture.
- If you are having a conflict with a co-worker, supervisor, fellow trustee, or volunteer, make a choice to resolve it. If something is bothering you at work, it is your responsibility to initiate a first step and do something to deal with it, rather than just complaining about it to your co-workers, or letting it affect your attitude towards your work, or your health.
- Employees, library board trustees, and volunteers are expected to show respect for each other and for their supervisors at the Invermere Public Library. This entails taking direction or correction and co-operating in all aspects of the

business. Remember, you do not have to have respect for an individual to demonstrate respectful behavior towards them.

- Remember that you represent the Invermere Public Library in the eyes of the public. Employees, trustees, and volunteers are expected to exhibit professional behavior at all times when dealing with residents and others that access the services of the Invermere Public Library. This includes maintaining emotional discipline to ensure that your personal moods do not result in fellow co-workers, trustees, volunteers, or library patrons having an uncomfortable or disrespectful experience when doing business with the Invermere Public Library.
- Employees, library board trustees, and volunteers are expected to respect and comply with Invermere Public Library policies, procedures and guidelines and are encouraged to look for opportunities, to make suggestions and/or to take action to make Invermere Public Library a better place to work for everyone.
- The library director and the library board trustees at the Invermere Public Library will act as a model for their staff and will perform their duties in a respectful, non-discriminatory way.

It is everyone's responsibility, employees, library board trustees, and volunteers, to follow the Respectful Workplace Guidelines and to ensure that a respectful workplace culture is fostered and maintained at the Invermere Public Library.

14.3 WORKPLACE CONFLICT

Conflict is a naturally occurring phenomenon which can arise as a result of diversity, differences, or an incompatibility of goals or values between individuals. In a workplace, these differences may have to do with personal characteristics or personal styles, or with different ways of performing a task, different ideas about how to do a job, misunderstandings relating to tasks, schedules, or priorities, and/or miscommunication.

Discrimination, discriminatory harassment, workplace violence and bullying are all types of conflicts which can arise in the workplace. These are types of conflicts which have particular characteristics which may include legal parameters which are outlined in this Policy.

For the purposes of this Policy, other types of conflicts that can arise in the workplace will be considered interpersonal workplace conflict. It is important to realize that unresolved interpersonal conflict complaints can very often become issues of discrimination, discriminatory harassment, violence, or bullying.

In a respectful workplace culture, all conflicts are acknowledged and dealt with as quickly as possible. While it is not possible or desirable to try and avoid conflict at work, it is possible and desirable to accept that it is a part of working life and to learn to deal with it respectfully. Dealing with conflict respectfully means taking individual responsibility to try and resolve it, and not allowing the conflict to grow and fester.

Getting along with co-workers, supervisors, library board trustees, and volunteers may not always be easy, but making an effort to resolve conflict at work should be a goal of all employees, library board trustees, and volunteers at the Invermere Public Library. It is the expectation of the Invermere Public Library that each employee, library board trustees, and volunteer will try their best to get along with their co-workers and fellow volunteers and will take some action to try and deal with interpersonal conflict when it occurs.

All employees, library board trustees, and volunteers at the Invermere Public Library are responsible for acting in accordance with the procedures outlined in this Policy any time they are involved in a conflict at work.

All members of management and the library board of trustees should take action to encourage resolution of interpersonal conflict which may occur among the employees, library board trustees, and volunteers that report to them.

14.3.1 Workplace Conflict Complaint Procedure

14.3.1.1 For employees and volunteers

If someone is behaving in a way that makes you feel uncomfortable at work, or if you are having a conflict with someone at work, you are encouraged to try and speak with the person directly and discuss the matter with them.

If you decide to initiate a discussion about a conflict, approach the individual you are having a problem with directly in a respectful and non-confrontational manner. Explain what has happened and why it is a problem for you, and that you would like to talk to them about it to try and resolve the problem. If the other employee or volunteer agrees to talk to you about the conflict, the discussion to resolve the issue should take place out of the immediate work area, in a private and confidential setting.

Each of you should be prepared to listen to the other person's version of events. You should both try and avoid blaming, accusatory and judgmental language ("you" language) and try to manage your anger and other emotions. Attempt to work together to resolve the problem and create an appropriate solution.

In some cases, after having a discussion, the two of you may agree to disagree. That is fine as long as you figure out a strategy so that you will avoid having the same conflict arise between you in the future.

It is recognized that in some cases an employee or volunteer may not feel able to approach the other person to discuss the issue. This may have to do with the type of conflict or the power dynamic present in the conflict. In these situations, the employee or volunteer should speak to the library director to

assist in getting the issue resolved. If the conflict involves the library director, the employee or volunteer should report to the chairperson of the Library Board of Trustees.

If you see others behaving in a way that is inappropriate or disrespectful and if you feel able to, try and speak to the person(s) involved and encourage them to take some action to deal with their issue. You can explain how their conflict is affecting you and why it is of concern for you. If this does not work, or you do not feel comfortable approaching the person(s) involved, you should speak to the Library Director who will assist you in resolving the situation. If the complaint involves the Library Director, the complaint should be reported to the chairperson of the Board of Trustees.

14.3.1.2 Workplace Conflict Discipline Procedures for Employees

All employees are subject to the following disciplinary procedures:

- First contravention: verbal warning followed up with a letter which will be placed in the employee's personnel file;
- Second contravention: one day work suspension without pay;
- Third contravention: one week work suspension without pay;
- Fourth contravention: termination of employment.

14.3.2 For library board trustees

The Invermere Public Library recognizes that library board trustees have the right to address issues of interpersonal conflict related to their volunteering on the Board of Trustees. This could be in relation to a workplace conflict with another trustee, a library employee, or a volunteer or about the manner in which they are being treated by the Invermere Public Library. The well-being of its library board trustees is of great importance to the Invermere Public Library. This complaint procedure is in place to ensure that all issues of workplace conflict raised by a library board trustee are dealt with in a fair manner.

If someone is behaving in a way that makes you feel uncomfortable in your duties as a library board trustee, or if you are having a conflict with someone on the library board of trustees, you are encouraged to try and speak with the person directly and discuss the matter with them.

If you decide to initiate a discussion about a conflict, approach the individual you are having a problem with directly in a respectful and non-confrontational manner. Explain what has happened and why it is a problem for you, and that you would like to talk to them about it to try and resolve the problem. If the other trustee agrees to talk to you about the conflict, the discussion to resolve the issue should take place in a private and confidential setting.

Each of you should be prepared to listen to the other person's version of events. You should both try and avoid blaming, accusatory and judgmental language ("you" language) and try to manage your anger and other emotions. Attempt to work together to resolve the problem and create an appropriate solution.

In some cases, after having a discussion, the two of you may agree to disagree. That is fine as long as you figure out a strategy so that you will avoid having the same conflict arise between you in the future.

It is recognized that in some cases, a library board trustee may not feel able to approach the other person to discuss the issue. This may have to do with the type of conflict or the power dynamic present in the conflict. In these situations, the trustee should speak to the library board chair if the conflict is with a fellow trustee to assist in getting the issue resolved. If the conflict involves the library board chair, the trustee should report to the District of Invermere representative on the Library Board of Trustees. The chair or the municipal council representative will then strike an ad hoc committee composed of those trustees not involved in the conflict to seek a resolution. If the conflict involves a library employee, the trustee should report to the library director.

If you see others behaving in a way that is inappropriate or disrespectful and if you feel able to, try and speak to the person(s) involved and encourage them to take some action to deal with their issue. You can explain how their conflict is affecting you and why it is of concern for you. If this does not work, or you do not feel comfortable approaching the person(s) involved, you should speak to the library board chair who will assist you in resolving the situation. If the complaint involves the library board chair, the complaint should be reported to the District of Invermere council representative.

14.4 DEFINING DISCRIMINATION AND DISCRIMINATORY HARASSMENT

14.4.1 How Do We Define Respectful Communication?

English is the language for communicating about the work of the business. While employees may speak in a language other than English at work, each employee must be aware of how their choice of language is affecting others. If an individual in a group does not understand the language being spoken, they may feel excluded and uncomfortable. This is contrary to the spirit of a respectful workplace, which promotes a workplace where employees feel comfortable and included.

14.4.2 What is Discrimination?

Discrimination refers to unfair, differential treatment of individuals or groups and is prohibited by law.

Discrimination may be intentional or unintentional and often stems from prejudice and/or stereotypes we have of others. Discrimination can result in one individual or group having an advantage over another. Discrimination can cause an individual or group to be excluded from activities which they have the right to be included in.

All employees, library board trustees and volunteers at the Invermere Public Library are protected from discrimination in employment by the BC Human Rights Code on the following grounds: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

All residents and visitors who access the services provided by the Invermere Public Library are protected from discrimination by the BC Human Rights Code on the following grounds: race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex or sexual orientation of that person or class of persons.

14.4.3 What is Discriminatory Harassment?

Discriminatory harassment is a type of discrimination. It is a serious violation of fundamental human rights.

Discriminatory harassment in employment means engaging in a course of annoying comment or conduct that is known or ought reasonably to be known to be unwelcome, that is tied to a prohibited ground of discrimination and that detrimentally affects the work environment or leads to adverse job-related consequences for the victim of harassment.

Discriminatory harassment is behaviour which causes distress and serves no legitimate work-related purpose. Discriminatory harassment attacks a person's dignity, health, and well-being. It is unwarranted comment or conduct that humiliates, intimidates, excludes, isolates, and undermines the individual's self-esteem due to membership in a protected group.

Discriminatory harassment can be a single incident (in the case of unwanted physical contact) or a pattern of repeated incidents directed against an individual or group. Whether intentional or unintentional, harassment demonstrates a lack of respect for the individuality and the dignity of those it targets.

Discriminatory harassment can occur at work, or at any off-site work-related function. It can involve a co-worker, supervisor, library board trustee, volunteer, resident, patron, or visitor.

Discriminatory harassment behaviour includes, but is not limited to:

- Words, gestures, actions, or jokes, which act to offend, humiliate, alarm, degrade, insult or abuse.
- Distribution or display of offensive pictures or materials, including materials on computers or distributed through e-mail.
- Physical threats or intimidation.

14.4.4 What is Sexual Harassment?

Discriminatory harassment includes sexual harassment. The term 'sexual harassment' has come to be used to identify those kinds of sexual coercion and exploitation of women and men in a formal or structured relationship in which we have an expectation that the relationship has nothing to do with sex or sexuality.

Sexual harassment behaviour includes, but is not limited to:

- Remarks, jokes innuendoes or other comments regarding someone's body, appearance, physical or sexual characteristics or clothing
- Displaying of sexually offensive or derogatory pictures, cartoons, or other material, including materials on computers or distributed through e-mail,
- Unwelcome questions or sharing of information regarding a person's sexuality, sexual activity, or sexual orientation.
- Sexual solicitation or advance made by a person in a position to confer grant or deny a benefit or advancement to the victim of harassment.
- Unwanted physical touching
- Social invitations that are unwelcome or that reasonably would be perceived to be unwelcome

Discriminatory harassment in the workplace does not include legitimate job-related actions performed in good faith by supervisors and managers such as work assignment, performance appraisal, attendance monitoring and implementation of disciplinary or other corrective actions.

14.4.5 What is a Poisoned Environment?

Discriminatory harassment can 'poison' the work environment for the victim of discriminatory harassment as well as for others who share the work environment. A 'poisoned work environment' is one which is hostile, intimidating, or offensive due to comments or actions that are tied to a prohibited ground of discrimination.

Comments or actions of an employee, library board trustee, volunteer, resident, patron, or visitor to the Invermere Public Library that can be defined as discriminatory harassment under this Policy may create a poisoned environment. These comments and/or actions make the workplace uncomfortable and can interfere with productivity and interactions of the work group.

The poisoned environment forms an unequal term or condition of employment and is therefore a violation of the right to be free from discrimination.

14.4.6 Complaint Procedure for Discrimination and Discriminatory Harassment

14.4.6.1 For employees, volunteers, residents, and visitors

Employees, volunteers, residents, and visitors who feel subject to, or who are aware of, an incident of discrimination or discriminatory harassment, are encouraged to try and communicate directly with the other individual involved and advise them that the behaviour is unwelcome. If an individual does not feel able to communicate directly with the other person involved, they should discuss the issue with the Library Director, or, if the complaint involves the Library Director, they should approach the chairperson of the IPL Board of Trustees.

A formal complaint for the purposes of the Respectful Workplace Policy is a complaint which is submitted to the library director in writing and is signed by the individual that is submitting the complaint.

The written complaint should be dated and signed and should contain the following information:

- The nature of the allegation(s)
- The names of all parties involved
- The dates of each incident and the details of each incident
- A description of the steps taken thus far to resolve the complaint, including any written documentation or written evidence
- The desired outcome or requested solution to the conflict.

14.4.6.2 For library board trustees

Library board trustees who feel subject to, or who are aware of, an incident of discrimination or discriminatory harassment, are encouraged to try and communicate directly with the other individual involved and advise them that the behaviour is unwelcome. If an individual does not feel able to communicate directly with the other person involved, they should discuss the issue with the library board chair or, if the complaint involved the library board chair, they should approach the District of Invermere representative on the IPL Board of Trustees.

A formal complaint for the purposes of the Respectful Workplace Policy is a complaint which is submitted to the library board chair in writing and is signed by the individual that is submitting the complaint.

The written complaint should be dated and signed and should contain the following information:

- The nature of the allegation(s)
- The names of all parties involved
- The dates of each incident and the details of each incident
- A description of the steps taken thus far to resolve the complaint, including any written documentation or written evidence
- The desired outcome or requested solution to the conflict.

14.4.7 If a manager, supervisor, or library board trustee suspects that discrimination or discriminatory harassment may be occurring, they must take action to deal with the concern.

All incidents of discrimination and discriminatory harassment, including single and multiple incidents, must be reported so that corrective action may be taken to:

1. Stop the discriminatory behaviour; and
2. Remedy the situation for the individual(s) involved.

14.4.8 It is the responsibility of the Invermere Public Library to ensure that all complaints which are brought to the attention of a member of the management staff, or the library board are dealt with promptly and fairly.

14.4.9 Each incident reported will be investigated in a timely manner and appropriate remedial action will be taken upon completion of the investigation. Individuals who investigate and/or mediate complaints of discrimination and discriminatory harassment at the Invermere Public Library will have experience in dealing with Human Rights complaints.

All complaints will be resolved within sixty days. The resolution will ensure that all discriminatory or harassing behaviour which has been substantiated through the investigative process will be stopped and that a respectful work environment is created for all individuals implicated in the complaints. Where warranted, disciplinary action will be taken.

14.4.10 Confidentiality

The Invermere Public Library appreciates that it may be difficult to bring forward a complaint of discriminatory harassment and that an individual will feel more comfortable in doing so if they are assured of confidentiality with respect to their complaint. It is in the best interest of everyone involved in a complaint that the matter be treated in confidence. Therefore, to protect the interests of everyone involved, confidentiality will be maintained throughout the investigative process at the Invermere

Public Library. Information that must be shared in the process will be disclosed on a "need-to-know" basis.

14.4.11 An allegation of harassment is an extremely serious matter. Complaints which are made in bad faith, or which are vexatious or vindictive in nature may lead to discipline for the individual who files the complaint.

Individuals who file a complaint, as well as anyone else implicated in the investigation or resolution of a complaint, will not be penalized for their participation. Any interference with the conduct of an investigation, or retaliation against a complainant, respondent, or witness, will itself result in disciplinary action.

14.4.12 No record of a complaint of discrimination or harassment will be noted in employee personnel files except in the case where discipline has been imposed. In cases where discipline has been imposed, a copy of the disciplinary letter will be placed on the employee's personnel file.

14.4.13 Individuals who file a complaint under this Policy may still file a Human Rights complaint with the BC Human Rights Tribunal. Complaints to the BC Human Rights Tribunal must be filed within six months of the last alleged incident of discrimination.

14.5 DEFINING WORKPLACE VIOLENCE AND BULLYING

14.5.1 What is Workplace Violence?

Employees must not engage in any improper activity, behaviour or violent behaviour in the workplace that might create or constitute a hazard to them or any other person.

Improper activity or behaviour includes the attempted exercise by a person towards another person in the workplace of any physical force or violence so as to cause injury and includes any threatening statement or behaviour which gives a person reasonable cause to believe they are at risk of injury. Improper activity or behaviour also includes physically or mentally bullying, tormenting or other demeaning behaviour towards another person.

All employees, library board trustees, and volunteers at the Invermere Public Library must understand that any type of violent behaviour in the workplace is strictly prohibited. Employees, library board trustees, and volunteers that are

found to be engaging in violent behaviour will be subject to discipline up to and including termination.

14.5.2 What is Criminal Harassment?

Discriminatory harassment behaviour that includes assault, damage to personal or company property and stalking is considered to be criminal harassment and is dealt with under the Criminal Code.

14.5.3 What is Workplace Bullying?

Workplace bullying can be defined as a conscious, willful, and deliberate hostile activity intended to harm. Bullying usually involves repeated incidents or a pattern of behaviour that is intended to intimidate, offend, degrade, or humiliate a particular person or group of people. Bullying can also be described as the assertion of power through aggression.

Workplace bullying where the perpetrator (the person doing the bullying) is in a position of power relative to the target (the person being bullied) can be considered as abuse of authority. In these cases, the behaviour which the perpetrator is alleged to have engaged in must be an action or behaviour that serves no legitimate work-related purpose. Abuse of authority does not include legitimate job-related actions performed in good faith by supervisors and managers such as work assignment, performance appraisal, attendance monitoring and implementation of disciplinary or other corrective actions.

Bullying or other aggressive or demeaning behaviour towards others are contrary to a respectful workplace and will not be tolerated at the Invermere Public Library. All employees, library board trustees, and volunteers at the Invermere Public Library must understand that bullying behaviour is considered to be inappropriate behaviour that is prohibited by this policy. Employees, library board trustees, and volunteers that are found to be engaging in bullying behaviour will be subject to discipline up to and including termination.

All members of management and library board trustees are responsible for ensuring that they do not engage in behaviour that can be defined as bullying under this policy and for ensuring that the work environment of the employees, library board trustees, and volunteers that report to them is free from violence and bullying. If a manager or a library board trustee suspects that violence or bullying is occurring, they must take steps to address the issue.

14.5.4 Workplace Violence and Bullying Complaint Resolution Procedure

14.5.4.1 For employees and volunteers

Employees and volunteers who are subject to, or who are aware of behaviour that could be defined as workplace violence, criminal harassment,

or an incident of bullying in the workplace are required to report it immediately to the Library Director so that corrective action may be taken to address the problematic behaviour. Cases of potentially criminal behaviour, including criminal harassment, will be dealt with by law enforcement authorities. If the behaviour or incident involves workplace violence as defined above, the matter should be referred to law enforcement authorities.

If the complaint involves the Library Director, the employee or volunteer should report the complaint to the chairperson of the Library Board of Trustees.

14.5.4.2 For library board trustees

Library board trustees who are subject to, or who are aware of behaviour that could be defined as workplace violence, criminal harassment, or an incident of bullying in the workplace are required to report it immediately to the library board chair so that corrective action may be taken to address the problematic behaviour. Cases of potentially criminal behaviour, including criminal harassment, will be dealt with by law enforcement authorities. If the behaviour or incident involves workplace violence as defined above, the matter should be referred to law enforcement authorities.

If the complaint involves the library board chair, the library board trustee should report the complaint to the District of Invermere council representative on the Library Board of Trustees.

15. STEP DISCIPLINE

POLICY PURPOSE:

The objective of discipline is to correct undesirable behaviour patterns in the workplace. Properly administered, discipline includes counselling and guidance by the supervisor in an effort to correct these undesirable behaviour patterns. However, these efforts by all supervisors must be accompanied by documented, progressive forms of discipline as a response to improper behaviour in the workplace. The intent of this policy is to:

- State clearly the Invermere Public Library's expectations of its supervisor and employees;
- Provide a uniform means of handling infractions of workplace rules and regulations, ensure that employees follow the direction of their supervisor with respect and to ensure that concise documentation processes are in place;
- Ensure that a fair and progressive process is in place to administer discipline in the workplace.

EXPECTATIONS OF THE LIBRARY DIRECTOR

The Library Director is expected to have workplace standards which include a requirement for a fair day's work. The Library Director must be committed to the system and maintain tight control on its application. Once a judgment is made that an infraction has occurred that merits discipline, then disciplinary action should be meted within the boundaries of the guidelines. The flexibility of this approach allows the supervisor to consider each employee on an individual basis.

In every instance where an employee is being disciplined it must be emphasized to that employee that he/she is being disciplined and that a record is being kept of that behaviour and discipline. All instances will be documented in the personnel file to ensure proper and accurate record keeping. There are no exceptions to this requirement. Copies of all notations on file can be requested by the employee.

The Library Director must carry the primary management responsibility for discipline through behavioural change or severance. At no point can the Library Director be allowed to hand the problem to someone else.

EXPECTATIONS OF EMPLOYEES

The main focus of the program is to eliminate undesirable behaviour that affects the working environment. The primary responsibility of changing unacceptable behaviour

rests with the employee. The employee must recognize, through the disciplinary process that his/her conduct must change.

If the employee continues to show an inability or unwillingness to change, his/her employment with the Invermere Public Library will be in jeopardy. The Invermere Public Library will not tolerate employees who are unwilling to change unacceptable behaviour or who threaten the workplace environment. Expectations from Library Director to employees must be clear and concise. It is the employee's responsibility to measure up to those expectations.

Employees must be familiar with the system and how it is administered. This system has not been designed to bring about the dismissal of employees, but to encourage corrective behaviour and improved work performance. It is the employee's responsibility to modify his/her behaviour to an acceptable degree. The Library Director will assist where he/she can, but all employees are required to follow the rules and regulations of the workplace.

Accurate records are to be kept if a Step Discipline Procedure is to succeed and it must be administered in a fair and equitable manner. Disciplinary action may vary depending upon the severity of the workplace incident.

UNACCEPTABLE WORKPLACE BEHAVIOURS INCLUDE:

1. Absence from duty without prior permission from the appropriate authority.
2. Leaving the working area without permission from the supervising authority
3. Undesirable conduct.
4. Neglect of work.
5. Tardiness. All workers are to report to their job site or place of work at the designated time.
6. Failure to commence work at the beginning of the work period and/or leaving prior to the end of the work period.
7. Creating or contributing to unsanitary or unsafe work conditions.
8. Use or possession of another employee's working equipment without said employee's consent.
9. Stopping work or preparing to leave work without specific prior authorization before any official break or before the specified quitting time.
10. Where the operation is continuous, leaving the post without proper relief.
11. Failure to report immediately any personal injury or equipment damage.
12. Failure to file injury reports within the prescribed time frame.
13. Unsatisfactory work.
14. "Hung over" from the use of alcohol or drugs.

15. Neglect or carelessness in following safety or library rules or disregard of common safety practices.
16. Being in the possession of or using alcohol or non-prescription drugs at work.
17. Use of abusive or threatening language towards other employees or members of the public.
18. Soliciting/canvassing of other employees without permission during working hours.
19. Failure to report an accident in which an employee was involved.
20. Unauthorized use of library property for private or personal use.
21. Threatening or intimidating employees or supervising authority at any time.
22. Use of personal cell phones or text messaging during work hours for non-emergency purposes.
23. Making or publishing of false, misleading, or malicious statements concerning any employee, supervising authority, the Invermere Public Library or its operation.
24. Wanton or willful neglect in the performance of assigned duties, or while caring for, using, or in custody of Invermere Public Library property.
25. Abuse or deliberate destruction of Invermere Public Library property.
26. Altering another or one's own record without authority.
27. Knowingly giving false information, or withholding information called for in making an application for employment.
28. Making false claims or misrepresentations in an attempt to obtain accident or sickness benefits.
29. Attacking or fighting with another employee.
30. Use of confidential Invermere Public Library information for private gain.
31. Unauthorized removal from the Invermere Public Library of information such as drawings, blueprints, lists, municipal records or confidential information of any nature or unauthorized release of any such information.
32. Failure to disclose any direct or indirect conflict of interest.
33. Insubordination.
34. Sleeping on the job
35. Any other behaviour that affects the safety of employees, employee performance, workplace environment or the reputation of the Invermere Public Library and its employees.

DISCIPLINARY STEPS

Step 1 First incident will result in the issuance of a verbal and/or written warning. The incident will be recorded on the

employee's personnel file detailing the circumstances and outcomes.

Step 2 Second incident will result in a written reprimand and suspension without pay for a maximum of three (3) days. The incident will be recorded on the employee's personnel file.

Step 3 Third incident will result in a written reprimand and suspension for a minimum of three (3) days to a maximum of seven (7) days without pay. The incident will be recorded on the employee's personnel file.

Step 4 Fourth incident will result in a suspension without pay for a minimum of seven (7) days to a maximum of fourteen (14) days.

Step 5 Fifth incident will result in termination of employment.

Appendix 1

Invermere Public Library Board of Trustees Trustee Responsibilities

The Board is responsible for the delivery of public library services throughout the Columbia Valley, from Spillimacheen to Canal Flats. The position of trustee is a volunteer commitment of service to the community.

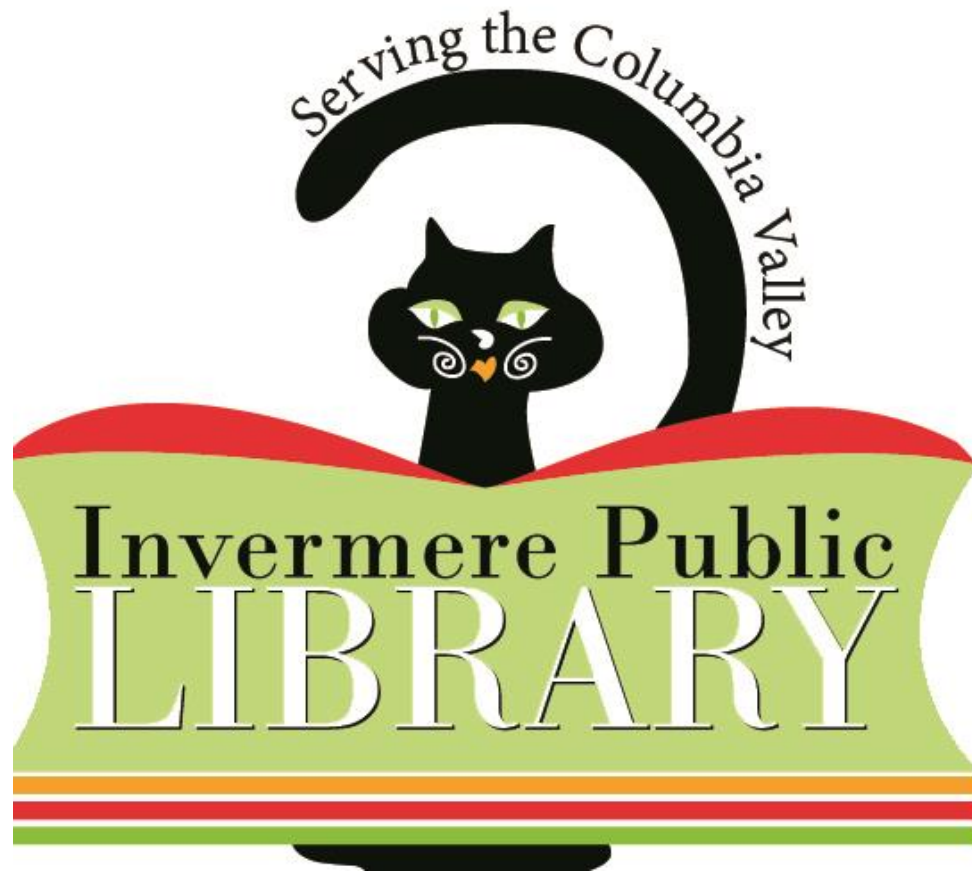
Trustee Responsibilities:

In exercising its powers and duties, the board:

1. Develops and reviews the strategic plan of the library
2. Hires/evaluates the Library Director
3. Develops and approves policies
4. Approves the annual budget, prepared by the Library Director with the Treasurer
5. Approves the annual report, prepared by the Library Director in consultation with the board
6. Enters into a collective agreement with employees of the library
7. Understands the library's vision, mission, policies, programs, and services
8. Represents the library to local government and the community
9. Engages in fundraising
10. Advocates for the library and library services

Trustee Duties:

1. Prepare for board meetings in advance, including reading and being prepared to discuss agenda items.
2. Attend regularly scheduled board meetings. The board generally meets on the first Tuesday of each month from 6:30 p.m. to 8:00 p.m.
3. Participate fully, question openly, deliberate thoughtfully.
4. Serve on standing committees, act as liaisons, and participate in ad hoc committees or task groups as required.
5. Board members are expected to chair or participate in one or two committees to explore topics in detail.
6. Attend and support library events, including fundraising.
7. Participate in board workshops.
8. Attend local government council, board, or committee meetings in support of the library's agenda.
9. Advocate for the library in appropriate public and private contexts.



An Information Package for Prospective Library Trustees

Invermere.bc.libraries.coop
publiclibrary@invermere.net

646 4th Street
Box 989
Invermere BC V0A 1K0

250-342-6416

ABOUT THE INVERMERE PUBLIC LIBRARY

The Invermere Public Library was established as a municipal library in 1997 by the District of Invermere and provides services to permanent and seasonal residents of the Columbia Valley, from Spillimacheen to Canal Flats. Residents of the District of Invermere, the villages of Radium Hot Springs and Canal Flats, and Areas F and G of the Regional District of East Kootenay are eligible for a free library card.

The library has an annual operating budget of over \$300,000 and employs four staff members. The majority of the library's operating budget is provided by the District of Invermere, the Regional District of East Kootenay and the province. The library raises the remainder through fees, fines, donations, and fundraising.

BOARD OF TRUSTEES

The library board is a volunteer body whose members are appointed on an annual basis by local government organizations for a two-year term. The District of Invermere appoints two residents and one member of Council. The Regional District of East Kootenay appoints two residents from Area F, one resident from Area G, and one resident from the Village of Canal Flats.

The BC Library Act specifies the rights, roles, and responsibilities of the Board.

The Library Board meets ten times a year and committees may meet up to an additional ten times per year. Attendance at library special events and community events by Board members is encouraged.



MISSION OF THE INVERMERE PUBLIC LIBRARY

Connecting the Columbia Valley community and opening the door to a world of knowledge and adventure.

OUR VISION

A welcoming community hub that meets the evolving literacy needs of our valley's diverse population.

The Invermere Public Library values:

- Service
- Accessibility
- Accountability
- Responsiveness
- Engaging
- Respect
- Integrity

STRATEGIC PRIORITIES 2018-2021

1. Community Engagement:

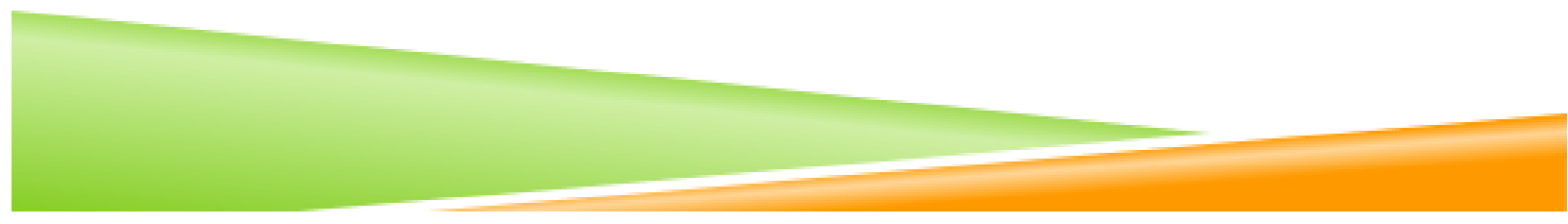
The library is a collaborative community resource in the delivery of relevant services to the region.

2. Regional Collaboration:

The library is recognized as a community hub that provides programming and services to residents throughout the Columbia Valley region.

3. Services:

The services provided by the public with a library will meet the needs of the Columbia Valley.

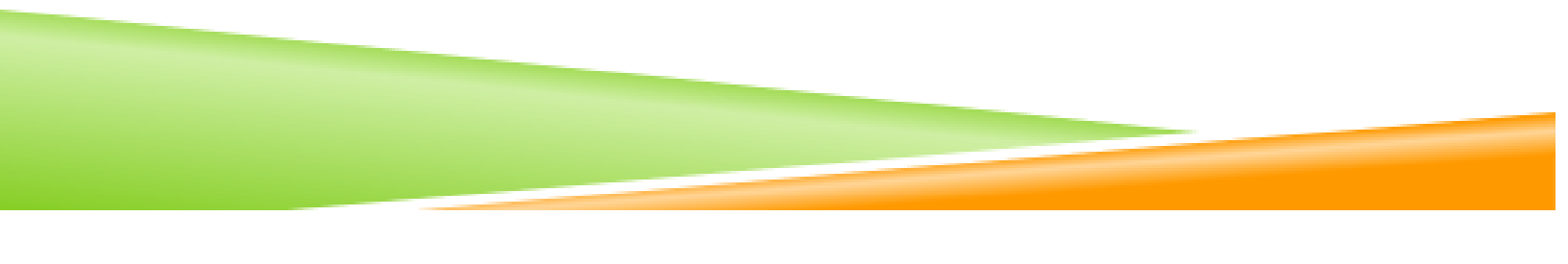


LIBRARY TRUSTEE RESPONSIBILITIES AND DUTIES

In fulfilling its mandate, the Board will be responsible for:

1. Developing and reviewing the Strategic Plan of the library.
2. Hiring/evaluating the Library Director.
3. Developing and approving policies.
4. Approving the annual budget, prepared by the Library Director with the Treasurer.
5. Approving the annual financial report, prepared by the Library Director in consultation with the Board.
6. Entering into a collective agreement with employees of the library.
7. Understanding the library's vision, mission, policies, programs and services.
8. Representing the library to local government and the community.
9. Engaging in fundraising.
10. Advocating for the library and library services.

The duties of a Trustee will be to:

1. Prepare for board meetings in advance, including reading and being prepared to discuss agenda items.
 2. Attend regularly scheduled board meetings. The board generally meets on the first Tuesday of each month from 7:00 p.m. to 9:00 p.m.
 3. Participate fully, question openly, and deliberate thoughtfully.
 4. Serve on standing committees, liaise with associated organizations, and participate in ad hoc committees or task groups as required.
 5. Board members are expected to chair or participate in one or two committees to explore topics in detail.
 6. Attend and support library events, including fundraising.
 7. Participate in board workshops.
 8. Attend local government council, board, or committee meetings in support of the library's agenda.
 9. Advocate for the library in appropriate public and private contexts.
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A REWARDING OPPORTUNITY

Being a member of the Library Board is a terrific way to find out more about the library and to meet those who share a common interest in learning and service to the community.

- Become engaged and learn about your local government, your library, library trusteeship, and issues relevant to the library community.
- Gain new skills and competencies such as meeting skills, labour relations, human resources, financial stewardship, public speaking, working together with a team of volunteers, and more.
- Library staff and trustees are committed and knowledgeable, coming from a variety of backgrounds. Meet others who share your passion for the library when you represent the library at community events.
- Become involved in the development of a new facility for your library.
- Serve your community as an advocate for library programs and services and contribute to the development of literacy and learning in your community.
- Become a part of the “community hub”.

To learn more about being an Invermere Public Library Trustee, please visit the library website, invermere.bclibrary.ca.

For more information, please contact:

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