

Portage la Prairie Regional Library

Policy Manual

Last Updated: May 6, 2021

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Accessibility Policy

The Portage la Prairie Regional Library is committed to adhering to the *Accessibility for Manitobans Act* and its accessibility standards. This policy is intended to make sure the programs and services offered by the Library are consistent with the principles of independence, dignity, and equality of opportunity for people with disabilities. Any Library policies that do not respect and promote these principles will be modified or removed.

The Library will work to communicate with people disabled by barriers in the following ways that take into account the nature of the barrier:

- Easy to read fonts and plain language
- Paper and pen available at the front desk and computer stations
- Alternate formats of publications to be available upon request

Patrons of the Library may use their personal assistive devices when accessing programs and services. In the event these devices present significant and unavoidable health or safety concerns, other measures will be used to ensure the person with a disability can access the Library's programs and services.

Patrons who require the presence of a service animal will be allowed to bring the animal with them while accessing the library. However, the service animal must be readily identifiable as such, and the service animal must be able to be easily controlled or restrained in order to prevent potential harm to other library patrons. Library staff and management reserve the right to question patrons in the instance they bring an animal into the Library that is not readily identifiable as a service animal.

The Library will work to ensure the library facility poses as few barriers as possible for library patrons. However, the Library cannot guarantee full accessibility in the facility. In the event a patron with a disability requires assistance navigating or using the facility, a staff member will work to provide reasonable assistance for the patron as soon as possible.

In the event of a planned or unexpected disruption of services or facilities for patrons disabled by barriers, the Portage la Prairie Regional Library will promptly post notices and, when possible, announce the disruption. A clearly posted notice or announcement

will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

The Portage la Prairie Regional Library welcomes feedback on how we provide accessible programs and services for patrons. This feedback will help us identify barriers for patrons, and will allow us to appropriately respond to concerns posed. Concerns may be presented in writing, by phone, or in person, to the Head Librarian.

The Portage la Prairie Regional Library will provide accessibility service training to all staff, when available.

Adopted April 17, 2019

Advertising Policy

The Portage la Prairie Regional Library provides space for individuals, groups, and organizations to promote and advertise themselves to library patrons. However, due to limited space available, the library must by necessity limit the amount of physical advertising that is allowed at the library.

Priority advertising will be given in the following order:

- Items of immediate public health and safety provided by recognized organizations and authorities (i.e. RCMP Missing person posters)
- Items of community concern for the general public of Portage la Prairie provided by recognized organizations and authorities (i.e. City of Portage la Prairie announcements)
- Non-profit and community organizations hosting free programs/services to the general public of Portage la Prairie (i.e. Herman Prior Centre list of seniors' programming)
- Non-profit and community organizations hosting paid programs/services to the general public of Portage la Prairie (i.e. organizational fundraiser)
- Individuals seeking the public's assistance for a personal need that is reasonable and fair to advertise for (i.e. missing dog poster)
- Individuals offering free programs/services for the general public of Portage la Prairie (i.e. free music lessons)
- For-profit groups and organizations hosting free programs/services for the general public of Portage la Prairie (i.e. financial workshops, free seminars)
- Individuals hosting community events (i.e. yard sale)

All advertisements will be dated on the date when they are posted, and will be removed either after the final date listed on the advertisement, or after an appropriate amount of time has passed since the advertisement was posted.

For-profit groups and organizations seeking to advertise their normal business operations and services are not allowed to advertise on the premises of the Portage la Prairie Regional Library, and will immediately have their advertisements removed. The sole exception to this are those individuals and groups/organizations that fall under the

auspices of the library's *Retail Sales Policy* and/or are advertising for a program/event that is occurring in space rented out by the Portage la Prairie Regional Library.

At no time may an individual/group/organization use the Portage la Prairie Regional Library's image, address, or contact information, or any staff likenesses, in order to advertise without first receiving express consent by library management. The library does not endorse or condone the programs/events advertised, or the individual/group/organization who are represented in the advertisement(s).

Adopted August 8, 2019

Block Loan Policy

Terms

Resident

- Block memberships to the Portage la Prairie Regional Library are available for organizations, schools, and government certified home-school teachers who reside or own property within the boundaries of the City of Portage la Prairie or the Rural Municipality of Portage la Prairie.
- Memberships are valid for one year from date of issuance.

Non-Resident

- Block memberships are available to organizations, schools, and government certified home school teachers who teach or reside outside the boundaries of the City of Portage la Prairie and Rural Municipality of Portage la Prairie for a fee of \$60.
- Memberships are valid for one year from date of issuance.

Conditions of Loan

- A Library Block Loan membership must be signed by the person in authority for the organization or by the borrowing teacher. The signing party is responsible for the payment of all overdue fines and the cost of lost or damaged items.
- One library card will be issued per block membership. It will be the responsibility of the organization and/or the borrowing teacher to ensure that only authorized personnel use the borrowing card.
- A maximum of 60 books/magazines plus 3 DVDs, 10 CDAs and 10 kits may be borrowed in a block loan.
 - It is the responsibility of the borrower to ensure proper licensing has been purchased to legally present “In Home Use” for DVD materials.
- All items except DVDs can be borrowed for a two-week period, and may be renewed for an additional two weeks. DVDs may only be renewed for one additional week.
 - The rental fee for DVDs will be applied at the time they are borrowed.
- Borrowers are responsible for the selection and transportation of all book block loans.

Revised October 22, 2020

Borrowing Policy

Library Card

- Each individual or block membership will be issued a library card.
- This library card is required in order to borrow library materials and use the public internet computers.
- A replacement charge of \$5.00 will be levied for any lost or damaged library cards. A library card that has been stolen or lost due to extreme circumstances may be replaced free of charge at the discretion of the Head Librarian.

Borrowing Charges

A borrowing charge of \$3.00/item is placed upon all DVDs.

Items Allowed

Library members may sign out up to 30 physical items at a time per account. The item limit is broken down in the following manner:

- 18 books/paperbacks
- 6 magazines
- 3 DVDs
- 3 CDAs or 3 Kits

All online materials are not counted against this item limit.

Loan Periods

Books, CDAs, Kits: 14 days plus one day of grace

Magazines: 7 days plus one day of grace

DVDs: 7 days

Renewals

- Items on loan may be renewed for one additional loan period.
- If a library item is still required after the renewed loan period, the item may be borrowed again if the item is brought back to the library in person and no reserve request has been made of the item.
- Items held on reserve cannot be renewed.

Reserves

- Items in the library collection not available when the patron wants the item can be placed on reserve.
- The patron will be contacted, as per their personal preference, when the item is available for them to sign out.
- Item(s) will be placed on the reserve shelves behind the front counter, and will be held for 2 library working days.
- Patrons may request an additional holding time for their reserve items on the hold shelves.
- Failure to pick up reserved items will result in a \$0.50 fee being charged to the patron's account.
- A reserve may be cancelled without penalty at any time prior to the pickup deadline.

Inter-Library Loan (ILL) Requests for Members

- May be made for print materials and CDAs not in the local collection.
- When the item(s) arrive at the library, the patron will be contacted and the item(s) placed on the reserve shelves and held for 2 library working days. The patron will be contacted 3 times before an uncollected item is returned to its home library.
- Any borrowing charges levied by the lending library on ILL materials will be borne by the patron and paid at the time the materials is collected.
- ILL loan fees charged by the lending library for items not collected will be charged to the patron's account.
- Return postage for out of province items will be charged to the patron.
- Failure to cancel an ILL request before it arrives will result in a \$2 charge to the patron's account.

Overdue Fines

Charges are levied only on the days the library is open. Fines will be waived if the library suffers an unplanned closure on the day an item is due.

All Adult and Young Adult items in the library collection will be fined at a rate of 25 cents/day.

All Junior and Primary materials (books, DVDs, CDAs, kits, magazines) are exempt from overdue fines.

- An overdue notice is mailed to the patron to inform them their borrowing privileges will be suspended once an item has become 4 weeks overdue.
 - At least 3 attempts will be made by library staff to contact the patron to inform them the item is overdue before this 4 week period ends.
 - Postage cost of the overdue notice(s) sent by mail will be added to the patron's account.
- Unpaid fines over \$6 will result in the suspension of borrowing privileges.
- Failure to return item(s) in the condition they were in at the time of being signed out, and/or failure to pay accrued fines over \$6, will result in the suspension of the patron's borrowing privileges.
 - Reinstatement of borrowing privileges is conditional on the return of the borrowed item(s), in the condition they were at the time of being signed out, within 2 months of the final notice being sent and the payment of accrued fines.
 - i. If the item is lost or damaged beyond reasonable use, patrons will be required to pay both their fines and the amount equal to the value of the item at the time of its purchase.
 - Overdue fines will not exceed the value of the item(s) at the time of purchase.

Lost Items

- If borrowed item(s) are lost while signed out by the patron, the patron may be responsible for reimbursing the library for the value of the item(s) at the time of purchase.
- Reinstatement of borrowing privileges is conditional on the return and/or payment of the value of the item(s) at the time of purchase, in addition to payment of outstanding fines over \$6. Failure to reimburse the library for the value of the lost item(s) will result in the suspension of the patron's borrowing privileges.

- Should the patron find the item(s) within 3 months of the date of payment, and providing the item is still in reasonably good condition, the fees paid for the replacement cost of the item(s) will be refunded to the patron.

Damaged Items

- If borrowed item(s) are damaged when signed out by the patron, the patron may be responsible for reimbursing the library for the value of the item(s) at the time of purchase.
- Reinstatement of borrowing privileges is conditional on the payment of the value of the item(s) at the time of purchase, as well as any outstanding fines over \$6. Failure to reimburse the library for the value of the damaged item(s) will result in the suspension of the patron's privileges.

Revised February 21, 2020

Child Abuse Registry Policy

While the Portage la Prairie Regional Library does not meet the criteria for access to the Child Abuse Registry, as defined under subsection 19.3 (3.1) of the *Child and Family Services Act*, the Library believes it to be in the best interests of staff, volunteers, and patrons to implement this Policy in order to protect those utilizing the library building and services.

Employee

- Job applicants will not be required to provide a child abuse registry check before a job offer has been made.
- New employees may need to provide a child abuse registry check before starting employment if the job posting states it is required for employment.
 - A request can be made by library management of the employee at a future date of employment to acquire a child abuse registry check if it is deemed necessary.

Volunteer

- Volunteers involved with children do not require screening if their involvement is on a one time or on a limited basis, and is in a controlled/supervised environment overseen by a screened library staff member or library volunteer.
- Individuals accepted as a library volunteer who will be routinely working with children during library events may be required to present a child abuse registry check before volunteer work may begin.

Any individual found to be guilty of child abuse, or is currently under investigation of child abuse, will not be accepted as an employee or as a volunteer of the Portage la Prairie Regional Library. In addition, any current employee or volunteer of the Portage la Prairie Regional Library found guilty of, or under investigation of child abuse, will be immediately dismissed from their services at the library.

Revised April 4, 2019

Collection Development Policy

Responsibility

The Director is responsible for overseeing the selection of materials, following this policy. The Director encourages input from community members and library staff.

The library recognizes its obligation to provide a balanced collection that is responsive to the needs of the local community and surrounding area. In selecting materials, the Director will seek to satisfy the recreational, cultural, informational, and educational needs of the community.

Selection Criteria

All selections, both purchases and donations, will be considered for inclusion into the library collection in terms of:

- merit, contemporary significance, intended audience and usefulness,
- the interests and needs of individuals in the community,
- being of value as source material for information, recreation and education,
- representation of diverse points of view,
- suitable format for library use,
- suitable subject and format for the intended audience,
- purchase price and other budgetary considerations, as well as physical space allowances,
- relation to other materials and existing areas of coverage in order to maintain a well-balanced collection,

Collection items do not have to meet all selection criteria to be acceptable.

Recommendations from the public are welcome and may be purchased on the basis of meeting other selection criteria. The presence of a book, periodical or other material, regardless of its format, in the library does not indicate an endorsement of its content.

Censorship

The Portage la Prairie Regional Library Board, as the governing board, does not interpret its function or that of its administrators to be the supervisor of public morals. It believes in freedom of the individual and the rights and obligations of parents to develop, interpret and enforce their own code of acceptable conduct and choice of reading materials upon their own household.

There is a possibility that an item, or items, may be regarded by some as unpleasant or offensive, or in political opposition to local beliefs. If the public library is to fulfill its obligation to its community, it must include materials of varied points of view, even those which may be regarded by some as controversial. The library will, as far as possible, collect materials on all sides of controversial issues, including representation of unpopular or unorthodox positions without censorship or bias, providing the materials give evidence of a sincere desire to be factual.

Objections to Library Materials

Unless an item is officially prohibited from entering the province it cannot be legally withdrawn from the library shelves. If an individual objects very strongly to a particular item they will have the right to make an official complaint. All objections will be considered carefully after the patron completes a *Request for Reconsideration of Library Materials* form provided by the library (appended to this policy).

Requests for reconsideration will be dealt with on an individual basis. No material will be removed from the shelf without the approval of a majority vote of the Portage la Prairie Regional Library Board.

Each request for reconsideration will be dealt with in the following manner:

- The Director will ensure the patron is informed of the review procedure.
- The patron will complete a *Request for Reconsideration of Library Materials* form.
- Completed forms along with a copy of the work will be passed on to the Director who will review the material and pass it on with comments to the Board.
- All requests for reconsideration will go to the Portage la Prairie Regional Library Board for review.
- Portage la Prairie Regional Library will inform the patron, by letter, of the review outcome (decision to retain or remove a book from the collection).
- The decision of the Board of Trustees is final.

Maintenance, Deselection and Disposal of Materials

The Director shall be responsible for ensuring that the collection is current, in good condition, and appropriate. Materials that do not meet these standards, or are unused for a period of more than five years, or are duplicates, may be removed from the collection. The library will attempt to make all reasonable repairs or replacements of library materials that are vital and useful to the collection.

Withdrawn library materials should be disposed of at frequent intervals so that they do not accumulate beyond a reasonable quantity. Materials belonging to the library may, at the Director's discretion, be placed into the library's book sale. Materials which are not so disposed of shall be recycled, or disposed of permanently.

Updated: May 5, 2021

Request for Reconsideration of Library Materials

1	Request Initiated by		
Last Name		First Name	Middle Initial
Address (Street)			
(City)		(Province)	(Postal Code)
Telephone:		E-mail	
I bring this request forward on behalf of: <input type="checkbox"/> Myself <input type="checkbox"/> Group/Organization:			
2	Material to be Reconsidered		
Title			
Author/Performer		Publisher (if known)	
Type of material: <input type="checkbox"/> Book <input type="checkbox"/> DVD/Video <input type="checkbox"/> Magazine <input type="checkbox"/> CD <input type="checkbox"/> Other			
Details:			
What brought this resource to your attention?			
What do you object to in this resource? (Please be specific, supply page numbers/tracks/scenes. Use extra sheets if needed)			

<p>Did you read/view/listen to the entire resource? <input type="checkbox"/>Yes <input type="checkbox"/>No</p> <p>If not, which part(s) did you read/view/listen to?</p>	
<p>What reviews or interpretations of this work have you consulted?</p>	
<p>What resources would you recommend that would better convey the viewpoints and perspectives of the subject matter?</p>	
<p>How would you like your concern to be resolved?</p>	
<p>3</p>	
<p>Signature</p>	<p>Date (DD/MM/YYYY)</p>

<p>Internal Use Only:</p>	
<p>Date (DD/MM/YYYY)</p>	<p>Received by:</p>

Personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act in order to respond to the request to reconsider library material. This form will be kept on file for one year following the final decision being made on the material contested. If you have any questions about the collection of this information, contact the Director at Portage la Prairie Regional Library, 40-B Royal Road North, Portage la Prairie, MB R1N 1V1.

Credit Card Policy

When required, goods and services may be paid by credit card.

Library Credit Card

Issued in the name of the library to be used by the Director or his/her designate.

Personal Credit Cards

May be used with the authorization of the Director.

Updated: May 5, 2021

Criminal Investigations – Employee

Employees must inform the Librarian should he/she be investigated or charged with a criminal offense under Federal or Provincial legislation.

Criminal Investigations – Volunteer

Volunteers must inform the Librarian should he/she be investigated or charged with a criminal offense under Federal or Provincial legislation.

Criminal Record Check – Employee

The Library believes it to be in the best interests of staff, volunteers and patrons to implement procedures that are intended to protect those employees, volunteers and patrons working in and utilizing the Library.

1. A job applicant will not be required to provide a Criminal Record Check before a job offer has been made.
2. Before employment can commence, all new employees must provide a Criminal Record Check conducted by the appropriate law enforcement agency.
3. An individual may still be hired for a particular position even though a positive result has been obtained from a criminal record check.

Criminal Record Check – Volunteer

The Library believes it to be in the best interests of staff, volunteers and patrons to implement procedures that are intended to protect those employees, volunteers and patrons working in and utilizing the Library.

1. Applicants for volunteer work will not be required to provide a Criminal Record Check before being accepted as a volunteer.
2. Before volunteering can begin, individuals who have been accepted as volunteers must provide a Criminal Record Check conducted by the appropriate law enforcement agency.
3. An individual may still be accepted as a volunteer even though a positive result has been obtained from a criminal record check.

Donation Policy

The Portage la Prairie Regional Library is a community organization that gratefully accepts donations by members of our community. These donations can come in various forms, including monetary or gifts in-kind. The most common type of gifts in-kind are material and equipment. Gifts of services do not qualify for a charitable tax receipt.

All donations made to the Portage la Prairie Regional Library will be accepted at the discretion of the Director and/or the library Board. For additional information about making donations to the Library, please ask for the “Gifts and Donations to the Portage la Prairie Regional Library” form that is at the front counter in the facility.

Monetary Donations

The Portage la Prairie Regional Library is a registered charitable organization, and is able to issue charitable tax receipts for monetary donations \$20 and over. All monetary donations under \$20 will be considered gifts to the library, and a charitable tax receipt will not be issued.

Gifts in Kind

Portage la Prairie Regional Library will gratefully accept gifts-in-kind if it is useful and needed; in good condition; can be readily sold or utilized in an approved project. Any individual or organization seeking to make an in-kind donation to the library are asked to contact the Director first, in order to determine if the donation is appropriate to be accepted by the library.

For gifts-in-kind under \$1,000:

- An original bill of sale can be used to prove the value of the item.
- The bill of sale is to be provided by the donor.

For gifts-in-kind over \$1,000:

- An independent appraiser must determine the value of the item.
- The cost associated with an appraiser is the responsibility of the donor.

Donors cannot self-appraise their gift.

Material Donations

The Portage la Prairie Regional Library will accept donations of library materials from individuals and organizations for consideration on the condition that the library has the right to use the donations in the manner it deems in the best interest of the library as a whole. Therefore, donations may be (a) kept by the library, (b) sold in our book sale or turned over to organizations holding book sales, or (c) discarded. Donations should be recently published, in good condition, and not duplicate materials already in the collection. Tax receipts are not issued for donations of materials.

Materials that **are accepted** as donations include:

- Reference works that are less than two years old,
- Children's and Adult fiction that is less than five years old and in good condition
- Non-fiction that is less than five years old, contains current and relevant information and is in good condition,
- Current DVDs and audio CDs if they are in their original cases and have copyright statements that allow for use under normal circumstances,
- Magazine subscriptions.

Materials **not accepted** as donations include:

- Encyclopedias, textbooks or Reader's Digest Condensed Books,
- Dated information (old travel guides, medical and science books),
- Materials in poor condition (torn, stained, musty, yellow pages),
- Old magazines or loose issues of a magazine,
- VHS, cassette tapes, computer software applications,
- Consumables (e.g. workbooks),
- Smaller than 13 cm (standard book pocket size) **Board Books excluded**,
- Materials that cannot be shelved (e.g. ephemera, toys),
- Materials that contravene copyright law,
- Other - as determined by the Director

Equipment Donations

The Portage la Prairie Regional Library accepts equipment to be used at or by the library. As per the Canadian *Income Tax Act*, a charitable tax receipt may be issued for the

donation of equipment. The individual or organization donating the equipment must provide appropriate documentation stating the value of the item at the time the item is intended to be donated to the library. Otherwise, the donation will be considered a gift to the library and a charitable tax receipt will not be issued. The library also claims all right of ownership for equipment once they are in the library's possession.

Any individual or organization seeking to donate equipment to the library are asked to contact the Director first, in order to determine if the equipment is appropriate to be accepted by the library.

Updated: May 5, 2021

Internet Policy

- Library members may use public computers by either presenting their valid library cards or a valid piece of photo ID that clearly displays their name and face. Non-members may also use public computers by presenting a valid piece of photo ID.
- Wireless internet is available for library members and non-members to access in the library facility.
- Parents or guardians of a library member under the age of 18 who do not wish for their child(ren) to have public computer access must make a formal request in writing to library management in order to deny them access to the public computers. This request must clearly state why the request is being made. Parents or guardians of any member over the age of 18 with special needs may also make this request. The library cannot deny library users under the age of 18 access to wireless internet.
- In the event there is a waiting list for people to use public computers, individuals who have been signed on for over 1 hour will be asked to vacate their computer, in the order they went on, to those waiting.
- Printing is available for a fee. When printing material from the internet, it is the user's responsibility to ensure they are not violating copyright law.
- The Library can accept no responsibility or liability for the use of the internet by children. Parents are responsible for their child's actions, as it is not possible for Library staff to control material accessed online.
- The Library can accept no responsibility or liability for the quality or accuracy of information retrieved through the internet. This is the responsibility of the user.
- Assistance from Library staff in internet use will be limited. Basic instructions may be provided and specific questions may be researched, depending on staff availability.
- Users cannot use the Library's e-mail address in sending or receiving e-mail. Users are welcome to apply for their own e-mail address using a web service. Library staff may be available for limited assistance.
- Users are advised to refrain from revealing their personal information such as addresses, banking, or credit card information and passwords on the internet.
- Files, e-mail, bookmarks, etc. created on the computer will be deleted by the computer automatically at the end of each day.

- Users are to refrain from the display or sending of information which may be reasonably deemed as obscene, illegal, discriminatory, defamatory, harassing, profane, causing annoyance and inconvenience, or for commercial purposes. Those found in abuse of this section will have their Internet privileges suspended, and may be barred from entering the library facility. Individuals may be reinstated after a period of time at the discretion of the Head Librarian.
- Vandalism is defined as any attempt to harm, disassemble, or destroy equipment and/or data. This includes, but is not limited to, uploading, creating or transmitting computer viruses. Any individual(s) committing vandalism to library equipment will have their public computer access privileges revoked, and may be barred from entering the library facility and/or have charges pressed against them.
- Other items arising that are not covered by the above sections will be left to the discretion of library management to resolve.

Revised September 13, 2019

Library Code of Conduct Policy

In accordance with the Human Rights Code of Manitoba, everyone has a right to equal treatment in accessing the library and its services regardless of sex, sexual orientation, race, skin colour, creed, ethnic origin, or any other grounds as set out in the above-mentioned Code. The library attempts to provide its services in an environment that is safe and inviting to all and is free from discrimination and harassment for staff and patron alike.

The library staff will listen to and respond in an appropriate manner to complaints raised by customers. The library reserves the right to ask anyone engaging in disruptive behavior to leave the building, to restrict privileges for a set period of time, or to ban the person from the building for a specified period of time or permanently. Should library materials and/or property be damaged, there may be cost-recovery charges.

Refusal to adhere to the library code of conduct may result in the police being called to resolve the matter. Illegal activities will be reported to the police.

In the event library staff have not witnessed an event, an affected party must make a complaint to staff at the counter. As this is regarded as “hearsay evidence”, should the complainant wish to make a formal complaint to the police, the library staff will facilitate the individual’s ability to call the police.

The following are not allowed

- Harassing, abusive and threatening conduct against another individual or the use of discriminatory or obscene language in person, by a communications device, or through social media.
- Requesting services prohibited on the grounds of discrimination under the Human Rights Code.
- Disruptive and/or intrusive behavior interfering with other patrons including:
 - Conduct resulting from intoxication.
 - Boisterous behavior including running, horseplay and bothering other patrons in general.
 - Loud talking or laughing, including the use of communications devices, which will interfere with other patrons.
 - Playing music or other media loudly.
 - Excessive displays of affection.

- Throwing objects, either paper or other material, which could cause injuries.
- Reckless conduct which may cause harm, intentional or otherwise, to another individual.
- Controlled substances:
 - Using, selling, possessing, or being under the influence of controlled substances on library property is not allowed.
 - Use of alcohol is prohibited on library property.
 - Smoking and other uses of tobacco products is prohibited in the building.
- Misuse of library property including:
 - Interfering with the designated use of computers and networks.
 - Placing feet on tables and chairs or standing on furniture.
 - Mutilating, defacing, damaging or stealing library materials, furniture and equipment.
 - Graffiti.
 - Misusing the public washrooms including, but not limited to bathing, changing clothes or taking in library materials.

Miscellaneous

- Exiting the building using unauthorized exits or entering staff areas without permission is prohibited.
- For safety reasons, the parking of bicycles, strollers etc. in the vestibule or in the immediate area of the front entrance or other exits is not allowed. Library staff will attempt to accommodate items such as strollers in the library proper.
- Photographing of staff or other patrons without the individual's permission. Parents or guardians must give permission for photographing children.
- Photographing, filming, or video recordings on library property for commercial use without written approval of the library.
- Posting notices, distributing circulars or petitions, soliciting (including begging and panhandling) or engaging in any commercial activity without written approval of the library. The bulletins boards are reserved for the activities of non-profit organizations (cleared by the Library), library programs, and for public petitions.
- Leaving children requiring supervision on the premises without appropriate supervision.
- Eating/drinking is not permitted in the collection or the computer area. It is permitted in the reading/study area.

- Use of sports equipment such as roller blades and skateboards.
- Animals are not allowed in the building unless they are registered guide or service animals or part of a library program.
- Public lewdness involving the exposing of the private parts of the body in a public place.
- Damaging, misusing or stealing of another patron's property.

Please consider the following while on library premises

- Set mobile communications devices to mute or vibrate when on the premises.
- Speak softly so as not to disturb others who may be working or reading.
- Limit the use of scented products to avoid causing distress to those with sensitivities to those products.
- Discard garbage into garbage cans.
- Keep your belongings with you to avoid possible theft or damage for which the library is not responsible.
- Do not block aisles or doorways. This could interfere with the movement of or possible injury to other patrons or staff.
- Leave the building in the case of fire, fire drills, or other emergencies, and follow staff instructions in such events.
- Wear proper attire. Shoes and shirt must be worn in the building.
- Unless required for study purposes, we require backpacks, large bags, parcels etc. be left at the front counter.

Effective December 15, 2017

Membership Policy

Portage la Prairie Regional Library is a regional library system established in 2004 by the City of Portage la Prairie and the RM of Portage la Prairie. The Library is funded primarily by grants from the City, RM and Province of Manitoba. The staff and Board encourage all residents and non-residents to become members of the Library.

Membership Application Requirements

- All applicants must produce two pieces of identification that includes the individual's current name and address, with one piece of identification being photo ID that includes the name of the applicant.
 - Ex. Driver's license, Government ID, Student Card, Work ID
- Every adult must sign for their own library membership.
 - For adults with significant mental and/or visual impairments, another adult may co-sign for the applicant's library membership.
- Those under the age of 18 must have their membership card co-signed by a parent or legal guardian.
 - Those under the age of 18 living on their own can sign for a membership card without a parent or legal guardian.

Resident Membership

Anyone residing within the City and RM of Portage la Prairie will be considered a resident member. Non-residents owning or renting property within the City and RM boundaries will also be given resident membership status.

- There will be no charge for applicants meeting these requirements.
- Resident memberships will be valid for three years from date of issue.
 - Memberships will be cancelled if the account has not been renewed within one year after the renewal date.

Non-resident Membership

- Applicants not meeting the requirements of a resident membership will be considered a non-resident member.
- Non-residents will be charged an annual membership fee.
- A membership will be valid for one year from date of issuance.

- Memberships will be cancelled if the account has not been renewed within one year after the renewal date.
- A single membership may be changed to a family membership.
 - The renewal date for the family membership will be set to the date of the change from a single membership to a family membership.
- Non-Resident fees will be:

Single	\$20.00
Family	\$45.00

Temporary Membership

For those residing within the City and RM of Portage la Prairie on a short-term basis, a temporary membership is available.

- The membership will expire after a term of six months from date of issue.
 - If the Temporary member becomes a resident of the City or RM within this time, their membership may be upgraded to a resident membership.
 - i. The resident membership will begin at the time of the upgrade, and will be valid for three years.
- For individuals and families residing in shelters within the Portage community, a Temporary Membership may be provided upon request at the discretion of library management.

Block Memberships

Block memberships enable organizations and teachers to borrow larger quantities of materials from the Portage la Prairie Regional Library collection than an individual membership. Details regarding Block Membership can be found in the Library's *Block Loan Policy*.

- A membership card must be signed by the borrowing teacher or the person in authority (or designate) for an organization.
 - Memberships are valid for one year from date of issue.
- Organizations/teachers outside of the member municipalities will be charged an annual Block Non-Resident Membership fee of \$60.
 - The fee will be charged at the time of renewal for this membership.

Revised October 22, 2020

Multi-Purpose Room Usage Policy

The Portage la Prairie Regional Library provides physical space in the Library facility that may hold up to 50 people, known as the Multi-Purpose Room (MPR), which is available for the Library and others to utilize during normal Library business hours. While the Library reserves priority to use this space as is needed for Library and Library Board operations, the space may be made available for individuals and organizations to use.

The Library allows all individuals and organizations the right to utilize the MPR for their own purposes, without discrimination. However, while the Library and Library Board supports the Canadian Federation of Library Association's *Statement on Intellectual Freedoms and Libraries*, they also recognize that the Library is a community organization tasked to provide a free and safe space to the whole community of Portage la Prairie. In order to ensure the library remains a free and safe space for the whole community, any individual or organization that attempts to use the MPR for the purposes of inciting hatred against any legally protected groups, or that may be reasonably assumed to be doing so, will be denied the right at any time to utilize the Library's space.

The Library reserves the right to charge individuals and organizations a rental fee to use the MPR. This rental fee will be charged to the individual or organization making the rental (hereafter referred to as the 'rental entity'), and must be paid before the space is to be used. Failure to provide at least 24 hours' notice of rental cancellation, without good reason, will result in the forfeiture of the rental fee. Additional charges may be assessed to the renting entity if damages or excessive garbage is created in the MPR during the time of the rental.

Departments and Committees of sponsoring municipal governments to the Library, and all non-profit organizations, are exempt from the MPR rental fee unless they are hosting an event that requires paid entrance by attendees.

For any rental entity seeking to rent the MPR on a regular basis, the MPR may be rented for up to 12 months at a time, as long as the regular rentals do not significantly interfere with Library and Library Board operations. In the event the space becomes unavailable when scheduled for use (i.e. power outage in the Library facility), the Library will work to re-schedule the rent, and may provide a rental fee refund if a reasonable time is unavailable to re-schedule.

Library patrons may use the MPR for non-commercial purposes (i.e. studying) without prior booking when there is no scheduled use for the space, at the discretion of Library management. However, the Library reserves the right to ask the patron(s) to vacate the space within 5 minutes of the request being made.

If a rental entity intends to serve refreshments while renting the MPR, they are required to provide their own supplies and materials. Some equipment may be available to use from the Library for the purposes of preparing drinks (i.e. coffee, tea) if required.

All furniture and equipment from the MPR must remain in the Room during the time of the rental, unless permission was given by Library management to the rental entity for equipment to be moved outside the Room. Additional furniture and equipment may be available upon request. Damages and replacement fees will be charged against the rental entity in the event MPR equipment and furniture is deliberately damaged and/or negligently used by the rental entity.

All individuals and organizations wishing to use the MPR are required to abide by the Library's *Code of Conduct Policy* and the Library's *Harassment Prevention Policy*. Failure to abide by the terms in these policies will result in the immediate removal of the individual(s) present in the space, and may result in the individual(s) being banned from future entry into the Library facility.

Revised February 14, 2020

Petty Cash Policy

The Petty Cash Fund allows for the reimbursement of minor business expenses in an efficient and cost effective manner. This fund is to be administered by the Secretary-Treasurer according to NFP-GAAP rules. From time-to-time, upon the advice of the Secretary-Treasurer, the Board will adjust the amount contained in the fund.

Accepted February 24, 2010

Program Policy

Library programs are to assist the library's role in the community to promote information, education and recreation. Programs will not only use library resources but also will access those of the community to achieve these goals. While library programming may include controversial subject matter, this does not mean that the library endorses the individual's or the group's views. Nor will the library undertake programming that is purely commercial, political or religious in nature. All library programs are open to the general public. Programs may also be designed with specific audiences in mind. Targeted programming will be advertised as such. Participants may be asked to sign a "Photo-Video-Audio-Text Release" form for library promotional activities. Concerns or questions regarding programs should be referred to the librarian.

Revised December 19, 2014

Reserve Fund Policy

To regulate the movement of monies into and out of the reserve fund to meet generally accepted accounting practices.

Transfers to the Reserve Fund

1. At the recommendation of the Director/Secretary-Treasurer the Library Board may pass a motion to transfer funds into the Reserve Fund.
2. At the time of a motion to transfer funds the Board shall decide if the monies are to be put either into the general reserve fund or into a designated fund.

Transfers from the Reserve Fund

1. At the recommendation of the Director/Secretary-Treasurer the Board may pass a motion to transfer monies from the Reserve Fund into the current budget for specific purposes.

Updated: May 5, 2021

Special Collection Access Policy

Access to Archival Materials

- Archival materials are not to leave the library at any time.
- Patrons may view archival materials within the library either briefly at the front counter or for longer periods upon approval of the Director.
- If an archival book has a restricted or shelf copy available, that copy will be loaned to the patron instead of the archival copy.
- Patrons must wash and dry their hands thoroughly prior to handling materials.
- Photographs must be held by the edges.
- Viewing rights of archival materials are determined by the owning organization.

Access to Restricted Use Materials

- Materials in the restricted use room may be borrowed by patrons in good standing for at least two years, or upon approval of the Director.
- Materials in the restricted use room may be lent through interlibrary loan if the library has a spare copy, or upon approval of the Director
- Materials in the restricted use room may be viewed by members of the public within the library building.
- Materials that may not leave the library include:
 - indexes of birth, marriage, and death,
 - Obituaries,
 - Microfilm,
 - Filing cabinet folders.
- Materials are required to be signed out or recorded as in-house use.

Updated: May 5, 2021

Staff Computer and Digital Platform Use Policy

Staff computers are intended to be used solely for the purposes of conducting library work. Staff computers are to be used for the following exhaustive reasons:

- Work email
- Integrated Library System (ILS) modules
- Interlibrary loan
- Programming
- Research for library programming and grants
- Library social media
- Library collection acquisitions and processing
- Reference services
- Library management and administrative purposes

Special permission may be given to use staff computers for personal use, but only after consultation with library management. Personal files may not be stored or saved, in any way, to any staff computers unless express permission is given by library management.

Personal devices and accounts are not to be used to access work materials or emails, except by library management and the Secretary/Treasurer. In addition, personal accounts are never to be used for creating work accounts. If a digital platform requires personal information in order to create an account, a dummy account will be created by library management.

The library will maintain and develop an online presence through various media. The duty of maintaining the library's presence on digital platforms will be held by select staff, who will be the only other staff member(s) aside from library management to access these platforms. On these platforms they will act as representatives of the library, and will act accordingly. In the event these select staff are unable to fulfill this duty, library management may delegate the duty to another staff member.

Library management reserves all rights to access staff computers and the library's digital platforms at any time. The purpose of this access is to ensure the proper usage of staff computers and the library's digital platforms, maintain the integrity of library software and hardware, and to access library-related files from staff computers. In the event

special permission was granted for a library staff member to store or save personal information on their staff computer, this information will remain confidential between that staff member and library management.

No account information required to log in to staff computers or the library's digital platforms are to be created or modified without consultation with library management. All account information created by library staff, including accounts for websites needed for staff to perform their work, are to be shared with library management so they can secure the information. In the event account information is required to be changed, staff will provide the updated account information as soon as possible to library management.

Abuse of this policy in any form by library staff will result in disciplinary action by library management, and may result in the immediate termination of employment if the abuse is deemed to warrant such action.

Adopted April 17, 2019

Working Alone Policy

The Portage la Prairie Regional Library management and Board will work to ensure as few risks as possible exist at work for staff in the event they should be working alone, but management and Board cannot fully assure the safety of staff in the event they are working alone.

In the event library staff are working alone in the Portage la Prairie Regional Library facility, they are to abide by the terms set in this document, which were created with reference to Part 9 of the *Manitoba Workplace Safety and Health Act and Regulation, 2016*.

During Regular Work Hours

1. In the event Library staff need to work in an isolated area of the facility (i.e. storage room), they are to ensure another staff member is aware of their location.
2. No dangerous work should be undertaken unless other Library staff are available to assist with the work.
 - a. In the event the task cannot be safely completed, Library staff are to inform management as soon as possible.
3. During regular operating hours and days, there must be an absolute minimum of 2 scheduled Library staff members in the building at all times. All staff members should have reasonable knowledge of where other staff members are located in the facility.
 - a. The sole exception to this is when the Library facility is open for emergency situations (i.e. tornado).
4. During closing procedures, at least 2 Library staff members must remain in the building at all times and must be fully aware of each person's location during closing procedures.
 - a. Once closing procedures are completed, staff are to leave by the staff entrance located at the east end of the facility. They will set the alarm, then leave the facility together. Staff will ensure any underage staff members are safely away from the facility before they leave.

After-hours and Days When Library is Closed

1. With the exception of Library management and the Secretary/Treasurer, all library staff are to refrain from entering the Library facility unless sufficient prior notice is provided to Library management first.
 - a. Staff listed on the security alarm call list are exempt from this term for the purposes of responding to an alarm call.
2. In the event any Library staff are working alone in the Library facility, including Library management and the Secretary/Treasurer, they are to ensure all public entrances are locked and secured before they begin working.
 - a. Before leaving, they are to ensure that all public entrances are locked and secured, and that the security alarm is set.
 - b. If there are any safety or security concerns, the staff member is to contact the Director and/or emergency personnel as soon as safely possible (i.e. shattered window, burst pipes).

All library staff are to abide by and agree to these terms for working alone in the Portage la Prairie Regional Library facility. Violation of any of these terms will result in disciplinary action, and may result in the termination of employment.

Date: _____

X _____

X _____

Updated: May 5, 2021

Workplace Violence Policy

Definitions

- 'Workplace' is defined as the physical and digital grounds staff and volunteers of the Portage la Prairie Regional Library operate from.
- 'Violence' is defined as any action taken by an individual or individuals against another, with the express purpose of causing any form of harm against that person.
 - 'Action' is defined as being physical, written, and/or verbal in nature.
 - 'Harm' is defined as being physical, written, and/or verbal in nature.

Policy

Any individual(s) who commits an act of violence while at the workplace of the Portage la Prairie Regional Library will automatically have their library membership cancelled (if applicable). The individual(s) will also be barred from the premises of the Portage la Prairie Regional Library workplace for a length of time set at the discretion of the Head Librarian (but no less than 1 calendar year from the occurrence) The Head Librarian may also set additional, reasonable criteria to be met in order for the individual(s) to regain entry into the workplace.

If the act of violence is deemed to have been severe enough, criminal charges may be pressed against the individual(s) committing acts of violence at the workplace. The individual's patron information may be submitted to the necessary authorities by library management, if this information is required by said authorities to investigate the act of violence.

The Head Librarian will submit all barring notices to the Portage la Prairie Regional Library Board for review at the next meeting after the occurrence. All appeals by individuals barred from entering the library premises due to violent acts must be submitted in writing to the Head Librarian. Appeals will then be submitted to the Portage la Prairie Regional Library Board for the Board's consideration.

Responsibilities

Portage la Prairie Regional Library Management and Board:

- Ensure appropriate policies and procedures are implemented to ensure the library workplace is as safe as can be reasonably possible.
- Appropriately assist library staff, volunteers, and patrons who were victimized by violence at the library workplace.

Portage la Prairie Regional Library staff and volunteers:

- Ensure actions are safely undertaken to minimize risk of violence to patrons, library staff, and volunteers.
- Abide by library policies and procedures to safely resolve potentially dangerous situations.
- Report all violent occurrences to library management as soon as possible.

Adopted April 17, 2019