Portage la Prairie Regional Library – Patron Policy Manual

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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.

Communication

The Library will employ various communication methods, such as easy-to-read fonts, plain language, and additional measures, to ensure effective communication with all patrons. Personalized assistance, including verbal or written communication, will be provided upon request. Information, including library resources, is available in accessible formats and through communication supports on request.

Assistive Devices

Patrons are encouraged to bring personal assistive devices and inquire about specific needs, with the Library committed to proactive accommodation.

Service Animals

Patrons requiring the presence of a service animal are welcome. To prevent potential harm, service animals must be readily identifiable, 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 may inquire if an animal's status is unclear.

Accessibility of the Facility

The Library strives to minimize barriers, providing accessible entrances, ramps, and designated areas. Specific measures include assistant buttons on entrance and washroom doors, accessibility tools for public computers, and appropriately spaced aisles. In the event a patron requires assistance navigating or using the facility, a staff member will work with them to provide reasonable assistance

Disruption of Services

In case of planned or unexpected disruptions, the Library will promptly post notices and announcements, providing information on the reason, anticipated duration, and alternatives available during the disruption.

Accessibility of Information and Library Resources

Information, including library resources, is available in accessible formats and through communication supports on request. The Library consults with individuals requesting accessible information or resources to identify the support or format that removes the barrier. Requests for alternate formats or communication supports will be fulfilled in a timely manner without imposing additional costs.

Web Content Accessibility

The Library ensures that web content required to access goods and services, meets or exceeds WCAG 2.1 Level AA guidelines.

Training on Accessible Information and Communication

The Library provides required training on accessible information and communication to employees, agents, volunteers, and individuals involved in web content development, information technology procurement, and policy development. Training records, including summaries and schedules, are maintained, and the public is informed that accessibility and training policies are available on request.

Feedback Mechanism

The Portage la Prairie Regional Library welcomes feedback on the accessibility of information, communication, and library resources. Patrons can submit concerns in writing, by phone, or in person, to the Director ensuring a timely and comprehensive response. The actions taken in response to feedback are documented and made available on request.

Revised: February 21, 2024

Adopted: April 17, 2019

Block Loan Policy

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.
- Resident memberships are valid for five years from date of issuance.
- Address checks will be performed yearly.

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.
- Non-resident memberships are valid for one year from date of issuance.

Conditions

- A Block Loan membership must be signed by the person in authority for the organization or by the borrowing teacher. The signer is responsible for the payment of all fines and the cost of lost or damaged items.
- One library card will be issued per block membership. It is the responsibility of the signer to ensure that only authorized personnel use the membership.
- A maximum of 100 books/magazines plus 20 DVDs, 20 CDAs and 10 kits may be borrowed in a block loan.
    - It is the responsibility of the signer to ensure any applicable performance or viewing licenses are obtained.
- All items and memberships follow the loan periods, renewal criteria, and fees outlined in the Portage la Prairie Regional Library *Membership Policy* and *Borrowing Policy*.
- Borrowers are responsible for the selection and transportation of all block loan materials.

Revised: October 16, 2024

Borrowing Policy

Library Card

- Each membership will be issued a library card.
- A membership is required to borrow library materials.
- A library card will be replaced once for no charge. After that, a replacement charge of $5.00 will be levied for lost or damaged library cards. A card that has been stolen or lost due to extreme circumstances may be replaced free of charge at the discretion of the Director.

Borrowing Charges

A charge of $1.00/item is placed upon DVDs at time of borrowing.

Items Allowed

Library members may have up to 50 physical items checked out at a time per account.

Item limits are:

- 6 magazines
- 10 DVDs
- 10 CDAs
- 5 Kits
- 1 Yoto Player Kit

Loan Periods

Books, CDAs, DVDs, Kits, Magazines: 21 days

New or recently acquired DVDs and Magazines: 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 can be placed on reserve.
- The patron will be contacted when the item is on reserve for them.
- Item(s) will be held for 2 working days.
- Patrons may request an additional holding time for their on-reserve items.
- Failure to pick up reserved items will result in a $0.50 fee.
- A reserve may be cancelled without penalty prior to the pickup deadline.

Inter-Library Loan (ILL) Requests

- May be made for items not in the local collection.
- When the item(s) arrive at the library, they will be placed on reserve.
- The patron will be contacted 3 times before an uncollected item is returned to its home library.
- Any borrowing charges or fines levied by the lending library, including return postage for out of province items, will be borne by the patron.
- ILL fees for items not collected will be charged to the patron's account.
- Failure to cancel an ILL request before it arrives will result in a $2 charge to the patron's account, in addition to any fees charged by the lending library.
- Fines for lost or damaged ILLs are set by the lending library.
- ILL privileges may be suspended if the borrower does not adhere to the loan terms set by Portage la Prairie Regional Library and the lending library.

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.
- Fines can be reduced or waived for unusual or serious circumstances at the discretion of the Director.

Lost / Damaged 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. Acceptance of replacement copies must be approved by the Director. Replacement copies are subject to a processing fee of $15 to partially compensate for the work it takes to catalogue and replace the item.

It may not be possible to replace an item with an identical one. Replacement of the item will be left to the discretion of the Director, in keeping with the *Collection Development Policy*.

Suspension of Privileges

Borrowing privileges may be suspended:

- If an item becomes 4 weeks overdue
    - Library staff will make at least 3 attempts to inform patrons of overdue items in this 4 week period.
    - Overdue fines will not exceed the value of the item(s) at the time of purchase.
- Unpaid fines over $6 accumulate

- Repeated incidences of items being lost or damaged
    - In addition to late fees, patrons will be charged the value of the item(s) at time of purchase.
- At the discretion of the Director

A notice is mailed to the patron or their parent/guardian to inform them that their borrowing privileges are about to be suspended and the reason why.

Borrowing privileges can be reinstated if item(s) are returned in the condition they were borrowed in within 3 months of the final notice

Revised: October 16, 2024

Collection Development Policy

Introduction

The purpose of this collection management plan is to provide clear guidelines for the acquisition, maintenance, and weeding of the physical and digital collections of the Portage la Prairie Regional Library. The following document will cover best practices, guidelines for both acquiring and discarding books, and the overall plan spanning the next five years. This is meant to provide consistency and guidance, while allowing the flexibility for staff to respond to patron interests and changing demographics as is appropriate. Any references to external documentation can be found at the end of this document.

"Acquisitions procedures should describe all steps from initial screening to final selection. It is important to list the type of materials that are collected, why they are needed, and how they are obtained.

In addition to selection of new resources, policies on re-evaluation (weeding), replacing and repairing materials, and gift materials may also be included. The specific procedures for acquiring material for a library's collection will vary between library types and individual libraries. Patron recommendations for acquisitions are often encouraged in all library types. Selectors are responsible for reading reviews and staying informed about current trends in purchasing, and the library's professional staff is responsible for making the final decisions about acquiring material."[1]

Responsible Parties

As per the provincial standards and guidelines, "[c]ollections are the core responsibility of library service"[2]. As such, the responsibility to contribute to the wellbeing of the collection falls to all members of the library staff as part of their duties. However, the final decision rests with the Library Director or their delegate. A delegate will be a senior staff member with purchasing authority, and will be named in the event of an extended absence of the director that would affect the continuing development of the collection (generally greater than 3 months). The director may also delegate purchases on an ongoing basis, with the understanding that the final responsibility still rests with the director.

The director or delegate is also responsible for reviewing and updating the weeding schedule to ensure that all library collections stay relevant and up to date. Criteria for weeding can be found later in this document.

In the event of a book challenges, the final decision will rest with the library board, who will receive information and guidance from the Library Director. Any patron may register a formal complaint about an item in the collection, either physical or digital, and expect it to be taken seriously and fairly. See "Challenged Materials" for a detailed description of the formal complaint/resolution process.

[1] REF
[2] REF 2

Part 1: Acquisitions

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.

Staff Contributions

While the Library Director has the final authority on the purchasing of new acquisitions, input from staff and patrons is critical to ensure a patron-oriented collection. In order to respond to the changing interests and needs of our community, the staff can contribute to the collection by:

- Ensuring patron requests and interests are communicated to the director
- Bringing forward ideas about content, format, and complexity that can better serve our community's needs; and
- Participating in open communication with all staff about any trends, areas of interest, and patron requests that can inform our acquisitions.

Budgeting

In accordance with the Manitoba Public Library Standards and Guidelines:

- A minimum of 15% of the total operating budget should be spent on the collection[3].

Within the allocated funds for collection development, funds may be used to purchased physical or digital collection items. Based on our current demographic and patron trends, the purchasing of print books and physical resources should still remain the main focus of our acquisitions. Digital resources are increasing in interest and should be purchased in response to patron requests, with consideration to the availability within eLibraries Manitoba.

Selection Criteria

The following criteria should be reviewed when purchasing new materials for the library, or adding donations to the collection. Note that not all criteria need to be met for the material to be a valid purchase; these exist to help narrow the field as required when considering different materials. Often, the suitability of subject/style to the intended audience will be enough to make the decision.

General Criteria:

- ✓ 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,

[3] Ref 2

- ✓ 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
    - ○

When considering purchasing non-fiction books, the following content criteria can be used to assess the relevance to the collection and our patrons.

Content Criteria for non-fiction:

- ✓ Authority
- ✓ Comprehensiveness and depth of treatment
- ✓ Skill, competence, and purpose of the author
- ✓ Reputation and significance of the author
- ✓ Objectivity
- ✓ Clarity
- ✓ Currency
- ✓ Technical quality
- ✓ Representation of diverse points of view
- ✓ Representation of important movements, genres, or trends
- ✓ Sustained interest
- ✓ Relevance and use of the information
- ✓ Effective characterization
- ✓ Authenticity of history or social setting

When purchasing digital materials for the collection, excluding eBooks and digital audio books, the following criteria should be considered:

Special Considerations for Electronic Information Sources:

- ✓ Ease of use of the product
- ✓ Availability of the information to multiple simultaneous users
- ✓ Equipment needed to provide access to the information
- ✓ Technical support and training
- ✓ Availability of the physical space needed to house and store the information or equipment
- ✓ Available in full text

Acquisition of AI-Generated Materials

As generative AI materials become more prevalent in the market, the Library recognizes the need to define our acquisition strategy regarding those materials. In general, the Library will

prioritize human-created materials over AI; however, should an AI-generated material meet the selection criteria and prove to be of the same quality or higher than similar materials, it may be purchased and added to the collection.

Donations Policy

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."[4]

Donations that may be accepted for the collection include:

- ✓ Reference works that are less than 2 years old
- ✓ Children's, Young Adult, and Adult Fiction that is less than 5 years old and in "like new" condition
- ✓ Non-fiction that is less than 5 years old AND contains current and relevant information, and is in "like new" 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

Donations that may be accepted for the book sale include:

- ✓ Reference works that are less than 5 years old
- ✓ Children's, Young Adult, and Adult Fiction that is in "like new" condition
- ✓ Non-fiction that is less than 10 years old AND contains current and relevant information, and is in "like new" condition
- ✓ Current DVDs and audio CDs if they are in their original cases (no burned copies)
- ✓ Magazines that are less than 10 years old
- ✓ Puzzles and games that have all their pieces included.

Donations that are not accepted include:

- Materials in poor condition (water or smoke damage, torn, stained, yellowing pages, damaged by animals, etc.)
- Encyclopedias, Reader's Digest Condensed Books and textbooks
- Dated information (old travel guides, medical and science books)
- VHS, Beta, cassette tapes, computer software applications
- Consumables (workbooks, colouring books, etc)
- Materials that cannot be shelved (ephemera, toys)
- Materials that contravene copyright law (including burned or copied digital materials)
- Other items (as determined by the director)

[4] Ref 4

The Library reserves the right to allocate appropriate donations to the collection. If a donation does not fit the criteria to be added to the collection, the library may add the book to the book sale or destroy it as deemed applicable by staff. The Library also reserves the right to refuse donations.

Weeding

The Portage la Prairie Regional Library uses the CREW method (Continuous Review, Evaluation, and Weeding) as the foundation of our weeding program.

The Purpose of Weeding

Weeding provides 6 main benefits[5]:

1. Saving shelf space for new acquisitions
2. 2. Saving time for patrons and staff
3. Updating the collection
4. Enhancing the library's reputation as current and relevant
5. Keeping up with collection needs
6. Constant feedback on the collection

General Criteria for Weeding

1. Date of last circulation – how long has it gone without circulating
2. Date published/ Date added to the collection
3. Physical condition
4. Author
5. Publisher – quality of the published material
6. Additional copies
7. Alternative items already in collection
8. Expense of replacement – if it needs to be replaced, is it more cost effective to repair?
9. Relevance to community – is this of interest to our patrons?

Please note that not all of the criteria need to be met in order for a book to be weeded. Generally, the first three criteria should be able to determine if the material should be removed from the collection. For all fiction collections, including Primary, Junior, YA, Adult, and Large Print, items that have not circulated for 5 years will be considered for weeding. For non-fiction collections, items that are either no longer relevant (for example, superseded computer books, updated reference materials) OR have not circulated in the past 7 years will be considered for weeding.

[5] CREW

Disposing of Weeded Materials

In general, materials that are weeded will be added to the library book sale in order to support the ongoing fundraising for the library. However, if the book was weeded due to damage, it will be disposed of appropriately rather than being sold.

Challenges to Materials

The Portage la Prairie Regional Library serves as an information access point for the community. In that capacity, we have diverse materials reflecting differing points of view, and some of our material may be controversial to some patrons. 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 fulfil 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 Directors is final.

Adopted: February 2026

Community Bulletin Board Policy

The Portage la Prairie Regional Library provides space for individuals, groups, and organizations to promote and advertise themselves. Due to space constraints, advertising may be limited. The library does not endorse or condone programs/events advertised or the individual/group/organization(s) represented.

Priority order:

1. Items concerning public health and safety provided by recognized organizations and authorities (e.g. RCMP Missing person posters)
2. Items of community concern provided by recognized organizations and authorities (e.g. City/RM of Portage la Prairie announcements)
3. Non-profit and community organizations hosting:
    a. free programs/services (e.g. Herman Prior Centre list of seniors' programming)
    b. paid programs/services (e.g. organizational fundraiser)
4. Individuals seeking the public's assistance for reasonable needs (e.g. missing pet poster)
5. Individuals offering free programs/services (e.g. free music lessons)
6. For-profit groups and organizations hosting free programs/services (e.g. financial workshops, free seminars)
7. Individuals hosting community events (e.g. yard sale)

Advertisements will be removed after the final date listed or after an appropriate amount of time[6] has passed since the advertisement was posted.

For-Profit Advertising:

For-profit groups may advertise only for events in library-rented space. Individuals selling on commission may advertise, space permitting, at the Director's discretion.

Use of Library's Image and Information:

No individual/group/organization may use the library's image, address, contact information, or staff likenesses for advertising without written consent from library management.

Revised: February 21, 2024

Adopted: August 8, 2019

[6] 2 weeks, space permitting.

Internet Policy

1) Library computers may not be used to:
   a) Access sites or transmit materials that violate Canadian federal or provincial laws or City Bylaws and/or are defamatory, discriminatory or obscene.
   b) Send fraudulent, harassing or obscene email messages.
   c) Display overt sexual images.
   d) Those found in abuse of this section will have their Internet privileges suspended, may be barred from entering the library facility, and may be reported to the police.
2) Damaging or modifying the Library's computer equipment, software or network is considered vandalism. Any individual(s) committing vandalism will have their Internet privileges suspended, may be barred from entering the library facility, and may be reported to the police.
3) Users are responsible for any losses or damages sustained by Library as a result of their Internet use or their violation of the security of the Library computer system.
4) Users of the Internet have full responsibility for the materials they locate. Internet content may originate anywhere and is largely unregulated and unmonitored. Therefore, users may find sites where information is controversial, erroneous, dated or offensive. Users are responsible for any direct or indirect losses or damages they may suffer from use of Internet services.
5) Parents or guardians of a library member under the age of 16 may make a written request, clearly stating their reasons, to library management to deny their children access to the public computers.
   a) Parents or guardians of any member 16 or older may also make this request in special circumstances.
   b) The library cannot deny library users access to wireless internet.
6) Parents and guardians are responsible for their children's use of the Internet and computers.
7) Wireless internet is freely available in the library building.
8) Printing is available for a fee. When printing or copying material, it is solely the user's responsibility to ensure they are not violating privacy, intellectual property, or any other applicable laws.
9) Time limits on Internet computers may be enforced at the discretion of library staff to ensure that all users have the opportunity to use Internet resources.
10) Assistance from Library staff in computer use will be limited. Basic instruction may be provided and specific questions may be researched, depending on staff availability.
11) Users cannot use the Library's e-mail address to send or receive 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.
12) Files, e-mail, bookmarks, etc. created on the computer are deleted automatically at the end of each session.

13) Other items arising that are not covered by the above sections will be left to the discretion of library management to resolve.

Revised August 25, 2021

Library Code of Conduct Policy

In accordance with the *Manitoba Human Rights Code*, everyone has a right to equal treatment in accessing the library and its services. 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.

While on library premises or at library events we ask that you

- Are polite and civil to library staff and other patrons.
- Set devices to mute or vibrate.
- Keep conversations at a reasonable volume.
- Limit the use of scented products to respect those with sensitivities.
- Discard garbage into garbage cans.
- Keep food or drink in designated areas
- Keep your belongings with you. The library is not responsible for theft or damage.
- Do not block aisles or doorways.
- Follow staff instructions in the case of fire, fire drills, or other emergencies.
- Wear proper attire. Shoes and shirt must be worn in the building.
- Properly secure bicycles outside. Bicycles and strollers cannot be left in the library vestibule.
- Receive permission before photographing, filming or taking video recordings.
- Ensure children under 12 have proper supervision.

With respect to behaviours which do not support a welcoming, safe environment, the parties involved will be subject to loss of privileges as outlined in the *Code of Conduct Chart*, cost recovery charges, or a ban from the building and library events. Library staff will listen and respond to complaints raised by patrons, reporting to library management when necessary. Illegal activities may be reported to the police.

Staff will fill out an *Incident Report* about violations which will be kept on file for no less than 5 years. Each offense will be reviewed by the Library Director and the Portage la Prairie Regional Library Board when appropriate. These forms may also be shared with the authorities. Suspensions and banning notices will be delivered in writing. Any appeals must be submitted to the Director in writing.

In the event library staff did not witness a violation, the affected party will be offered an opportunity to fill out an *Incident Report Form.* This will be given to library management and may be shared with the authorities. A suspension may result from complaints not witnessed by staff.

Effective August 25, 2021

Membership Policy

Application Requirements

- All applicants over 18 must produce a piece of photo identification and proof of address.
- Every adult must sign for their own library membership.
    - If necessary, another adult may co-sign for the applicant's library membership.
    - Library staff may take steps ensure that the member consents to, and is aware of the responsibilities of 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.
    - In certain situations, teens may apply on their own for a restricted membership. See Teen Membership section below.
- Memberships will be cancelled if the account has not been renewed within one year after the expiry date.

Resident Membership

Anyone residing within the City and RM of Portage la Prairie is entitled to a resident membership. Anyone owning or renting property within the City and RM boundaries will be given resident membership status.

- There will be no charge for applicants meeting these requirements.
- Resident memberships are valid for five years from date of issue.

Non-resident Membership

- Applicants not meeting the requirements of a resident membership are entitled to a non-resident membership.
- Non-residents will be charged an annual membership fee.

Single	$20
Family	$45
Block	$30
Digital	$10

- Non-resident memberships are valid for one year from date of issuance.
- A single membership may be changed to a family membership. The membership renewal date will be set to the date of the change

Temporary Membership

For those residing within the City and RM of Portage la Prairie on a short-term basis.

- Temporary memberships are valid for six months from date of issue.
    - If the Temporary member becomes a resident, their membership can be upgraded to a resident membership.
    - The resident membership begins at the time of the upgrade.
- For individuals and families residing in shelters within the Portage community, a Temporary or Digital 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 Memberships can be found in the Library's *Block Loan Policy.*

Digital only

Digital only memberships are valid for internet access and digital materials. Patrons can request these for themselves or dependents at any time. A yearly fee for non-residents may apply.

Student

Students attending school within the city of Portage la Prairie are entitled to a resident library membership, regardless of their home address.

Teen

Teens who cannot get a guardian's signature may qualify for a limited membership.[7]

To be eligible for a restricted teen membership, the individual must be aged 13 or older with photo ID, and it must not be viable for a parent or guardian to sign their forms.

Prior to issuing the restricted membership, staff will ensure that they have asked if

1) a parent or guardian can come sign for a regular membership; or
2) If the teen can take home a membership application to be signed and returned.

If neither of those options are viable, the teen may have a restricted membership that allows the following:

5 items total, with the limit of 1 overdue item, and no interlibrary loans. Any technology (including Yoto players) cannot be borrowed on a restricted card.

[7] Added June 2022

A letter informing the parents/guardians of the membership application will be sent out by library staff.

Revised: May 29, 2026

Multi-Purpose Room Usage Policy

This policy outlines guidelines and procedures for the Multi-Purpose Room (MPR) at the Portage la Prairie Regional Library. While the Library reserves priority to use this space as is needed for Library and Library Board functions, the space may be made available for individuals and organizations to use.

The Library and Library Board support the Canadian Federation of Library Association's *Statement on Intellectual Freedoms and Libraries*, 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 ability to utilize the Library's space.

Rental Fees and Cancellation:

The Library may charge a rental fee. Cancellations with less than 24 hours' notice result in fee forfeiture. Additional charges may apply for damages or excessive garbage.

1. Rental Rates for businesses, individuals pursuing commercial activities, or groups/individuals charging an entrance fee
    i. Full Room: Full day $50
    ii. Full Room: Four hours or less $25
    iii. (MPR A): Full day $20
    iv. (MPR A): Four hours or less $10
    v. (MPR B): Full day $30
    vi. (MPR B): Four hours or less $15
2. Free of charge
    a. Departments and Committees of the City and Rural Municipality of Portage la Prairie
    b. Non-profit organizations
    c. Groups of individuals pursuing a non-commercial activity

The MPR may be rented for up to a year in advance, as long as the regular rentals do not interfere with Library or Library Board operations. In the event the space becomes unavailable when scheduled for use the Library will work to re-schedule the event, and may provide a refund if a reasonable time is not available.

In the interest of supporting local talent, local authors wishing to host a book launch at the library will have access to the MPR free of charge, and may still sell their books on the premises.

MPR A is the west half of the room, and does not include access to the sink area or projector. MPR B is the east half of the room, which does include access to the sink and the projector. Separate entities may book either half of the room concurrently, but should be aware that the divider is not sound-proof, only sound dampening. If they wish to ensure control over the volume in the room, it is recommended that they book both MPR A and B.

Rental entities serving refreshments must provide supplies and must clean the MPR after usage; some Library equipment is available to use. All furniture and equipment from the MPR must remain

in the Room during the time of the rental, unless advance permission was given for equipment to be moved outside the Room. Additional furniture and equipment may be available upon request. Damages and replacement fees will be charged if MPR equipment and furniture is damaged and/or negligently used by the rental entity.

All individuals and organizations using the MPR are required to abide by Library's policies. Violations may result in immediate removal and potential bans from booking the MPR or the Library facility in its entirety.

Revised August 2026

Patron Photography Policy

The Portage la Prairie Regional Library is committed to providing a safe and secure environment for patrons to access information and resources. To ensure the privacy and well-being of both patrons and staff, the library has established the following policy regarding the taking of photographs or videos inside and outside the library building.

General Policy

Permission is not required for taking photographs or videos in public areas of the Library building for personal, non-commercial use, provided that other people are not captured in any such photographs, films, or recordings without their permission. Individuals filming, photographing, and/or recording on Library premises have the sole responsibility for obtaining all necessary releases and permissions from persons who are filmed, photographed, or recorded. Photography and recording of Library events and programs may only be done with the permission of the organization or individual holding the event.

- It is the sole responsibility of the photographer to obtain all permissions and releases.
- The use of additional equipment such as tripods, lights, or other specialized equipment is prohibited unless approved with a minimum of 3 working days' notice.
- Certain library locations and/or exhibition areas have restrictions on photography or videography (e.g., restrooms, study locations, children's programs, etc.).
- Taking photographs or videos in areas reserved for staff use only is strictly prohibited.

Behavioral Expectations

Persons taking photographs and videos shall not:

- Compromise others right to privacy.
- Harass, intimidate, or threaten a patron, volunteer, staff member, or trustee.
- Block library aisles, walkways, doors, or exits.
- Interfere with library operations or enter staff areas without permission.

Exterior Photography and Videos

Taking photographs and videos outside the Library building and/or of the Library grounds does not require permission. However, the activity may not impede the passage of patrons or staff, and it must adhere to the General Policy.

Photography and Videos of Materials and Resources

The Library permits the taking of photographs and videos of its publicly-available collections. Patrons are responsible for obtaining consent or other permission when capturing images of copyrighted materials.

Library Photography, Videos, and Recording

The Library may take photos, videos, and audio recordings at the Library and during events for use in publicity materials, the website, and social media. The Library reserves the right to document its services and the public’s use of the Library building and grounds. Individuals who

do not wish the Library to use a photograph or video of them or their child should inform a Library staff member.[8]

Right Subject to Compliance with Policy

The Library reserves the right to ask any individual or group violating this policy to cease the taking of photographs or videos.

Approved: December 13, 2023

[8] For more information, refer to the Staff Photography Policy

Program policy

The Portage la Prairie Regional Library is dedicated to improving its patron's quality of life by facilitating their search for informational, educational, technological, and recreational resources and materials.

We strive to select, organize, and provide access to a wide variety of resources and materials, to be responsive to the needs of the public, and to cultivate the maximum use of its resources and services.

Purpose

The Portage la Prairie Regional Library provides programming to serve the library's mission and to expand the visibility of the library in the community.

Responsibility

The Director is responsible for overseeing and approving library programming. The Community Program Coordinator is responsible for the planning, implementation and management of programs working in partnership with designated staff. Concerns or questions regarding programs should be referred to the Director. General inquiries should be referred to the Community Program Coordinator.

Criteria

In planning and developing library programming, library staff will apply the following criteria:

- Relation to library mission and service goals
- Community needs and interests
- Availability of program space
- Presentation quality and treatment of content for intended audience
- Presenter experience and qualifications in content area
- Budget and staffing considerations
- Historical or educational significance
- Representation of diverse cultural backgrounds, opinions, and viewpoints
- Appeal to a range of ages, interests, and information needs
- Connection to other community programs, exhibitions, or events

Programming resources

The library draws upon and partners with other community agencies, organizations, educational and cultural institutions, and/or individuals to develop and present programs.

Professional performers and presenters with specialized expertise may be hired.

Performers and presenters will not be excluded from consideration based on any protected group status as defined by applicable federal, provincial, or local laws and regulations.

Library staff who present programs will do so as part of their regular job and are not hired as outside contractors for programming.

Fees

1. The library strives to provide the vast majority of its programming free of charge.
2. A fee may be charged to:

a) recover the cost of a presenter, materials, or supplies when it would otherwise not be feasible to offer the program
b) cover the cost of an educational program which provides an official certification or endorsement

3. Sale of items during library programs is permissible
    a) If fund-raising to benefit the library, or
    b) at author events where a copy of the material is donated to or sold at the library in accordance with the *Retail Sales Procedure.*
4. The library does not offer programs of a commercial nature, including but not limited to, presentations offered for free, but with the intention of soliciting future business.

Scheduling

1. Individuals wishing to propose a library program will complete the following steps, in the stated order:
    a) Fill out the Library Program Suggestion form (Appendix A)
    b) Await contact from the library to discuss program and, if approved, begin scheduling process.
    c) Fill out a library volunteer form and complete background check, if required

The library reserves the right to cancel and/or reschedule programs. A background check may be required, subject to the Library's *Background Check and Investigation Policy.* Notice of cancellation and/or rescheduling will be given with as much advanced notice as possible. The library has the right to approve any promotional materials concerning the event.

Content

1. The library will not offer programs that support or oppose any political candidate or ballot measure; however, election information, such as candidates' forums that include invitations to all recognized candidates, may be offered. As it is not consistent with passive distribution, materials asking for library visitors to sign a petition or letter are not permitted at candidates' forums or other library programs.
2. The library will not offer programs that support or oppose any specific religious conviction. Programs whose purpose is to provide information about religious traditions as a part of multicultural education are permitted.
3. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, nor is it responsible for the factual correctness of the content of a presentation. Program topics, speakers, and resources are not excluded from programs because of possible controversy.

Attendance

1. All library programs are open to the public. Every attempt will be made to accommodate all who wish to attend a program.
2. If the safety or success of a program requires it, attendance may be limited and may require advance registration, acquisition of tickets, or be determined on a first-come, first-served basis.
3. Program attendance may be limited based on age.

Community collaboration

1. Library sponsored programs may be held at the library or off-site.
2. The library may co-sponsor programs with other agencies, organizations, and/or businesses that are compatible with the library's mission and goals.
3. Co-sponsorship and collaboration decisions are made on the basis of mutual needs and equitable benefits between the library and potential partners.
4. External organizations or individuals partnering with the library for programs must coordinate marketing efforts with the library.

Revised: August 27, 2025

Public Participation at Board Meetings Policy

Objective

This policy outlines the parameters for public presentations and correspondence at Portage la Prairie Regional Library Board meetings.

Scope

This policy applies to individuals presenting, either on their own behalf or as a representative of an organization or group, information, viewpoints, or concerns related to governance matters which are the responsibility of the Library Board.

Definitions

- Board Meeting Any gathering of the Library Board for library business, in-person or virtual.
- Board Member Individuals appointed under the Manitoba Library Act.
- Board Chair Board Member elected to serve as Chair of the Library Board.
- Director Individual appointed by the Library Board as Library Director.
- Inaugural Board Meeting First meeting of each calendar year.
- the Board the Library Board, as appointed by funding Councils.
- Library Staff Employees hired under the delegated authority of the Library Director.
- Regular Board Meeting Board Meeting scheduled at the beginning of the calendar year.

Underlying Principles/Policy Goals

The Board encourages public participation in governance through correspondence and presentations, aiming to consider diverse perspectives, improve library services, engage stakeholders, and ensure efficient meetings.

Correspondence

a) Individuals are welcome to send correspondence, either on their own behalf or as a representative of an organization or group, to present information, a viewpoint, or a concern regarding matters that are the responsibility of the Library Board.
b) Issues or concerns about operational matters, including those related to Library Staff performance (other than of the Director), will be directed to the Director for review or resolution. Should an issue or concern be raised about the Director's performance, the Library Board will review the matter.

Presentations

Residents, individuals, or organizations may apply to present at Regular Board Meetings. Individuals or organizations wishing to make a presentation to the Library Board should make a written request to board@portagelibrary.com by noon on Monday in the week preceding the scheduled Regular Board Meeting.

The request must include:

- The name, organization represented if any, telephone number, and email address of the presenter(s);
- The meeting date and agenda item the presentation relates to;

- A summary of the presentation and any relevant documentation;
- Whether the presenter(s) will attend in person or virtually; and
- Any accommodation required, such as needs to support a disability, or cultural practices.

The Library Board, through the Board Chair will approve or refuse applications, or request additional information before deciding. This decision will be given no later than three (3) working days before the Board meeting. The Board Chair may refer operational matters to the Director. The Board Chair may redirect comments to a committee or another organization when appropriate.

Upon approval by the Board Chair, the name of the individual(s), organization being represented, and subject of the presentation will be included on the Board Meeting agenda. Any presentation and materials submitted will form part of the public record of the meeting.

Each delegation will be limited to five (5) minutes, regardless of the number of items the presenter wishes to address, in order to ensure adequate time for all presenters and conducting other Library Board business. Any one organization can have no more than three speakers as part of their delegation. The number of speakers does not impact the total time limit.

The Board Chair may choose to vary presentation policy and procedures to accommodate individual and Board needs.

Late Requests

The Board Chair may grant late requests, in consultation with the Director, if, in their opinion, there were reasonable extenuating circumstances. Submit late requests by email no later than noon the Monday before the Regular Board meeting, providing the information noted above, and explaining why the Board Chair should consider the late request.

Library Staff will notify the requestor if the Board Chair has approved the request to present and, if so, provide the meeting details and accommodations that will be provided.

Guidelines for Presenters

a) Limit your remarks to the subject on which you have been approved to address the Board.
b) Be respectful and direct your remarks to the Library Board as a whole, not to individual Library Staff or Board Members.
c) Follow the directions and decisions of the Chair.
d) Signs or placards shall not be displayed.
e) Filming, recording or taking photographs during the meeting is not permitted.

Board Members may ask questions of presenters in order to seek clarification or ask for additional information. Board Members may also ask the Director or Library Staff to provide clarification or to confirm information. Presentations to the Library Board provide an opportunity for the Library Board to receive information and are not a forum for debate.

Non-Compliance Consequences

Presenters who do not comply may be asked to leave the Board Meeting if the Board Chair deems their conduct inappropriate and if they are disrupting the holding of the meeting. The individuals in question may also be barred from attending future meetings. Library Staff who do not comply with this policy may face disciplinary action, up to and including termination of employment. The Library Board may request that Council remove a Board Member who fails to comply with this policy.

Additional Information

A maximum of three presentations will be heard per Board meeting.

The Board is not required to respond to a presentation and could limit how often a person or group participates, especially when the topic or issue in question has already been discussed and there are no new elements.

No individual or group may address the Board on an agenda item or an issue not on the agenda if that individual or group has spoken before the Board on that topic within the previous 12 months.

Members of the public may also address the Board through a letter or memorandum sent to the Chair of the Board. Although the Board may examine the issues raised in such correspondence, it is not required to respond.

Approved: December 13, 2023

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.

Reviewed June 25, 2025
Updated: May 5, 2021

Unattended Children in The Library Policy

Purpose

The Portage la Prairie Regional Library welcomes children of all ages to use its facilities and services. The purpose of this policy is to establish that it is the responsibility of the parent/guardian and not the library staff to monitor the whereabouts and behaviour of their children.

Scope

The Manitoba Child and Family Services Act states:

"*A child is in need of protection where the child (g)being under the age of 12 years, is left unattended and without reasonable provision being made for the supervision and safety of the child;"* (S. 17 (2) (g))

In accordance with this statement, children under the age of ten (10) must remain in the company of a parent/guardian or caregiver who is at least 12 years old while in the Library.

Attending programs

- Caregivers must accompany children under five (5).
- Caregivers of children aged five (5) to nine (9) must remain in the Library for the duration of the program.
- Caregivers of children ten (10) and over may leave the Library for the duration of the program, but library staff must be provided with contact information in case of an emergency.

Programs may end earlier than the scheduled time without advance notice. In these cases, the library will contact caregivers.

Policy Statement

Library staff cannot be held responsible for the welfare of children left unattended in Library facilities. Children in the library should always be accompanied by a parent, a guardian, or an assigned caregiver who is no less than 12 years of age.

Sharing the Library environment with other people requires that everyone follow the Library Patron Code of Conduct established by the Library Board and posted in the building and on the Library website. If the child(ren) are unable to understand the Code of Conduct, they must be accompanied by a parent or caregiver. If a child violates the Code of Conduct, a letter will be sent home and authorities may be notified.

Staff will not give information to any person over the telephone as to whether a child is currently in the library or has been in the library recently.[9] Library staff may notify the appropriate authorities if they have reason to suspect abuse or neglect.

[9] Library staff may confirm this information to RCMP officers in person. Any additional information must be formally requested from the Director or designate.

Staff Procedure

The following appropriate steps need to be taken by staff in regards to unattended or unsupervised children:

1. Unattended or unsupervised children will be asked to give their name, the location of their parents or caregiver, and the expected time of their return.
2. Parent or caregiver will be located if present in the Library.
3. Children under the age of 12 left unattended for long periods of time in the Library (i.e. in excess of one hour) may be questioned by Library staff regarding their arrangements to be picked up.
4. Staff should attempt to contact the parent or caregiver but may call child and Family Services if neglect is suspected.
5. Thirty (30) minutes prior to closing, staff will attempt to contact a parent or caregiver of any young children left in the library.
6. If unable to make contact, staff will contact police to take charge of said children.
7. Under no circumstances shall staff or volunteers drive a child home.
8. An incident report will be kept on file at the Library for a minimum of 1 year.

Adopted: February 21, 2024

Video Surveillance Camera Policy

Portage la Prairie Regional Library strives to maintain a safe and secure environment for its patrons and staff. Selected areas of the Library are equipped with security cameras for the safety and security of the building, staff, and patrons. The public is notified, on clearly worded signs that the Library is under video surveillance so that visitors have a reasonable and adequate warning that the surveillance is or may be in operation.

Security Camera Locations

The Library understands that privacy is important to patrons and staff. This policy is in force to deter public endangerment, vandalism, theft, and mischief, and to identify those individuals involved in such activity for law enforcement purposes, while adhering to the Freedom of Information and Protection of Privacy Act (FIPPA) and other applicable privacy laws.

Reasonable efforts are made to safeguard the privacy of Library patrons and staff. Cameras are positioned to record high traffic areas, and will complement other measures to maintain a safe and secure environment in compliance with Library policies. No audio will be recorded. Camera locations will not be changed or added without permission of the Director. Cameras will not be installed in locations where staff and patrons would have a reasonable expectation of privacy, such as restrooms; nor are they positioned to identify a person's reading, viewing, or listening activities in the Library.

Access to Digital Images/Recordings

Typically, the images are not reviewed. If an incident comes to the attention of the Director, the retained images can be reviewed and saved for as long as necessary.

Because cameras will not be continuously monitored, the public and staff should take appropriate precautions for their safety and for the security of their personal property. Portage la Prairie Regional Library is not responsible for loss of property or personal injury.

Live camera footage will not be available to the public for viewing at any time. Library staff have access to live footage. Live footage will only be viewed in cases where Library staff cannot actively monitor the area(s) being recorded. Only the Director and their designate have access to the administrative settings of the digital video recorder and playback systems.

Recordings are viewed only to investigate pre-defined occurrences.

Violations of these policies and rules by Library employees are subject to discipline, up to and including termination.

Disclosure of Digital Images/Recordings

Video records and still photographs may be used to identify person(s) responsible for policy violations, criminal activity on Library property, or actions considered disruptive to normal operations.

In situations involving banned patrons, stored still images may be shared with staff. After the banning period ends, these images will be archived with the original incident report for 5 years.

Video records and photos obtained through the video monitoring system will be released as necessary and in accordance with applicable laws, when pursuant to a subpoena, court order, or when otherwise required by law.

Recordings are reviewed by two Library staff to determine if the incident is administrative or police reportable. If the incident is determined to be police reportable, the Director or their designate will make the report and release any video recording to law enforcement. Unless required by an enforceable legal process, no video records will be released to the media, patrons, or other persons.

Confidentiality and privacy issues prohibit the general public from viewing security camera footage that contains personally identifying information about library users. If the library receives a request for the general public to inspect security camera footage, the person will be advised to file a police complaint.

Retention of Digital Images/Recordings

Images from the security cameras are stored digitally on hardware in the library. It is the intention of the library to maintain images for a minimum of 14 days or until system capacity is reached, then the oldest recordings are automatically deleted to make room for new recordings.

The retention period for recordings is typically two weeks but may vary based on the storage space available on the system's hard drive. Recordings required for evidence are saved to a secure file, stored in a secure environment, and destroyed in accordance with the Library's Record Retention policy.

Disclaimer of Responsibility

Questions from the public may be directed to the Library Director.

The Library disclaims any liability for the use of video data in accordance with the terms of this policy given that the library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

Adopted April 19th, 2023

Vulnerable Adults

Portage la Prairie Regional Library strives to provide a warm, welcoming and safe environment for all community members. The Library is concerned for the safety of vulnerable adults[10] in and around the Library. A parent, guardian or caregiver age 18 years or older must be responsible for monitoring the activities and managing the behaviour of vulnerable adults during their Library visits.

The Library will adhere to the following guidelines concerning the care and behaviour of vulnerable adults:

- Vulnerable adults who are unable or unwilling to care for themselves must be attended and have adequate supervision at all times.
- Vulnerable adults who can understand and follow the Code of Conduct and who can care for themselves are welcome to be in the Library unattended. They should have contact information for someone who can assist them in an emergency.
- Library staff will attempt to contact a parent, legal guardian or caregiver when an individual's:
    - health or safety is in doubt;
    - behaviour disturbs other Library users and has caused staff to ask the individual to leave the Library;
    - parent, guardian or caregiver is not present at closing time. If a parent, guardian or caregiver cannot be reached, Library staff will contact police to assume responsibility.
- Parents, guardians or caregivers who violate the Code of Conduct are subject to restriction or termination of Library privileges and possible exclusion from the Library.

Library staff may notify the appropriate authorities if they have reason to suspect abuse or neglect.

Adopted: February 21, 2024

[10] A vulnerable adult is an adult who should not be left alone, is unable to reasonably care for themselves in an emergency situation, or is mentally or physically challenged in a manner that requires help beyond normal assistance with Library services.