



LIBRARY SERVICES



Policy LS401: Safe Child Policy

Category: Library Services

Policy LS401: Safe Child Policy

Approved: September 9, 2013

Future Review: December 2023

POLICY

The Bonnyville Municipal Library encourages and promotes children's safe use of the library. We strive to make the library facility welcoming, educational, fun, and safe for children of all ages.

However, parents/guardians/caregivers should be aware that the library is a public place that is open to all members of the community. As in all public facilities, emergencies can occur and it is the responsibility of the parent/guardian/caregiver to monitor the whereabouts and behaviour of their children.

While library staff is concerned about the safety and well-being of children, they cannot assume responsibility for them in the absence of the parent/guardian/caregiver.

The library staff has been directed to use the following guidelines when dealing with unattended children.

GUIDELINES

1. Children aged five (5) and under must be accompanied by a parent/guardian/caregiver at all times. Children should not be left unattended for substantial periods of time while parents/guardians/caregivers conduct their own business in the library.
2. Children of elementary school age may come into the library independently, but should not be left unattended for substantial periods of time. If the library staff determines that children are left for extended periods of time the parents/guardians will be contacted. If a child is unattended when the library closes, and the staff cannot locate a parent/guardian, the library staff is directed to arrange for the RCMP to take responsibility for the child. Staff member will wait with the child until a parent/guardian, caregiver, or police arrives.
3. Children of middle school age and older may visit the library independently on terms determined by their parents/guardians. Children who are visiting the library independently are required to behave in a safe and courteous manner. Failure to listen to library staff may result in a suspension of library privileges. Parents/guardians are expected to make arrangements for their children to have rides home (if required) when the library closes.
4. In case of medical emergency involving an unattended child, the staff will call 911 for emergency assistance and then attempt to contact a parent/guardian, in that order.
5. Any time young children are left unattended in the library, staff must discuss this policy with the parent/guardian.



DEFINITIONS

PROCEDURE



Policy LS402: Library Rules of Conduct

Category: Library Services

Policy LS402: Library Rules of Conduct

Approved: May 25, 2016

Future Review: December 2023

POLICY

The Bonnyville Municipal Library provides access to a broad range of resources, services, and programs that meet the reading, viewing, listening, lifelong learning, and information needs of the communities we serve. These rules of conduct have been established to ensure a positive library experience for everyone. We ask that everyone be:

- Respectful of others in the library – patrons, visitors, staff, and volunteers
- Careful and considerate of library property
- Lawful
- Responsible

We expect every patron to:

- Dress appropriately – footwear and shirts must be worn
- Attend to and supervise children in their care
- Attend to personal belongings
- Use library furniture, equipment, washrooms, and property properly and for their intended purposes only
- Leave the library promptly at closing time and when requested to do so in emergency situations

Examples of behaviours which are NOT permitted include:

- Threatening, abusive, harassing language, behaviour, or actions
- Behaviour that disturbs others' use of the library or damages library property
- Being under the influence of alcohol or illegal substances
- Selling, using, or possessing alcohol or illegal substances
- Carrying weapons or implements which can be used as weapons
- Damage or theft of library materials
- Sleeping
- Offensive body odour or offensive clothing odour
- Use of cell phones, pagers, headphones, and other communication devices which disturbs others' use of the library
- Taking library materials into washrooms
- Entering non-public areas without permission

Violation of any provisions of Bonnyville Municipal Library's Rules of Conduct may result in charges for damage or misuse, suspension of library privileges, and/or criminal prosecution.



The Library Manager may sanction any individual or group that contravenes the Rules of Conduct. Sanctions may include any or all of the following, depending on the severity of offense:

- Eviction from the premises
- Withdrawal of services or legal action

Any individual who has been sanctioned may appeal to the Library Manager in writing to request an appointment to discuss the matter and seek reconciliation. Any individual who is not satisfied with the terms of reconciliation may file a written complaint with the Bonnyville Municipal Library Board.

DEFINITIONS

PROCEDURE



Policy LS403: Internet and Computer Workstation Use

Category: Library Services

Policy LS403: Internet and Computer Workstation Use

Approved: 2007

Future Review: December 2023

POLICY

Public computer access is one component of the Bonnyville Municipal Library's mission to provide services to meet community needs. The library seeks to provide equal access to these materials to all individuals and groups in the community for education, information, research, or use of leisure time.

Not all internet sources provide accurate, complete, or current information. The Bonnyville Municipal Library has no control over the information found on the internet and is not responsible for content. The Bonnyville Municipal Library recognizes that information on the internet may be controversial and that any site may offend some patrons. Users are responsible for determining that the information they access is acceptable, reliable, and suitable to their needs.

Parents and legal guardians have responsibility for their children's use of the internet, including e-mail, chat rooms, and other forms of electronic communications. Parents and legal guardians are encouraged to define for their family members what material or information is consistent with their personal and family beliefs; only they can apply those values for themselves and their children.

Canadian civil and criminal law prohibit display or dissemination of harassment, libel, slander, hate literature, child pornography, graphic pornography, illicit drug literature, obscene material, and material tending to deprive any person of his or her rights or is an affront to human dignity. The use of library workstations for activities that breach Canadian and international copyright law is also prohibited.

The Bonnyville Municipal Library may monitor, edit, or disclose your personal information, including the material you have viewed or accessed through this network if required to do so in order to comply with any valid legal process or governmental request (such as a search warrant, subpoena, statute, or court order), or as otherwise provided in these Terms of Use.

The Bonnyville Municipal Library assumes no responsibility for the security or privacy of any online transactions you conduct.



TERMS OF USE FOR LIBRARY WORKSTATIONS

1. Computer workstations are located in public areas shared by people of all ages and backgrounds. The Bonnyville Municipal Library reserves the right to limit the viewing of offensive sites, including those displaying pornography and gratuitous violence that may disturb other users.
2. Internet access is provided free of charge to all library patrons and to the general public. Printouts are charged at a base rate of 25¢ per sheet (20¢ for 10 sheets or more), including waste sheets. See the price schedule at the photocopier or circulation desk for full price information.
3. Children under the age of 18 must have written parental consent to use the computer workstations unless accompanied by a parent or guardian. Access may be denied the absence of proof of age. Parental consent forms will be updated on an annual basis.
4. Computer access is available in one-hour blocks on a first-come, first-served basis. Access is limited to one hour per user per day. Longer blocks of time for educational research or online exams may be arranged with the library staff.
5. Users may reserve the computer workstation by phone or in person up to 24 hours in advance. Those who are more than 10 minutes late for their scheduled time will lose the entire reserved time if someone else is waiting to use the workstation.
6. The Inclusive Library Initiative Workstation is available for use by those individuals with disabilities or a need for specialized equipment. This workstation may be made available to other adults at the discretion of the library staff.
7. Internet access is available during regular library opening hours until 10 minutes before library closing. The last appointment of the day will be for 50 minutes so that library staff can complete shutdown procedures.
8. Computer users must sign in at the circulation desk before logging on.
9. No more than two (2) persons may use a computer workstation at one time.
10. Young children must not be left unattended in other areas of the library while using the computer workstations.
11. The library is not responsible for damage to any user's disk or computer, or any loss of data, damage, or liability that may occur from use of the library's computers.
12. Computer users will not download, install, or alter any software program on the workstation. Peripheral devices, such as jump drives, may be used only on workstations with security software (e.g., Deep Freeze).
13. Failure to comply with computer workstation terms of use will result in loss of privileges.



Policy LS404: Temporary Membership Card

Category: Library Services

Policy LS404: Temporary Membership Card

Approved: September 9, 2013

Future Review: December 2023

POLICY

Patrons without a permanent address who are living in campgrounds, camps, or hotels (unless they hold a valid library card from somewhere in Alberta) will be issued a temporary membership card.

GUIDELINES

1. Patrons who hold a valid library card from somewhere in Alberta are eligible for a TAL card up to the expiry date of this card.
2. Temporary membership cards will be valid for a term of six (6) months.
3. Temporary patrons will be limited to accessing resources in our library (patron status = Local Library Only; no holds).
4. Temporary patrons are limited to checking out three (3) items in total with a limit of two (2) DVDs at any time (no audiobooks or Blu-ray).
5. The campground, camp, or hotel address will be entered in the registration as well as the patron's permanent address (e.g., home address that is out of province).
6. Each temporary membership card carries a cost of \$12.00.

DEFINITIONS

PROCEDURE



Policy LS405: Holiday Hours

Category: Library Services

Policy LS405: Holiday Hours

Amendment Approved: September 13, 2017

Future Review: December 2023

POLICY

The library will be closed on the following named holidays:

- New Year's Day
- Family Day (February)
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Heritage Day
- Labour Day
- Thanksgiving
- Remembrance Day
- Christmas Eve
- Christmas Day
- Boxing Day

GUIDELINES

1. For the Easter weekend, the library will close on the Saturday and on the Monday.
2. On New Year's Eve, the library will close at 5:00 p.m.
3. If a named holiday falls on a regular day of operation, the library will be closed. If it falls on a weekend, the library will be closed the following Monday.
4. Winter hours will start the Tuesday after Labour Day. Summer hours start July 2.

DEFINITIONS

PROCEDURE



Policy LS406: Provision of Resources to Persons Unable to Use Conventional Print Policy

Category: Library Services

Policy LS406: Provision of Resources to Persons Unable to Use Conventional Print Policy

Approved: May 2023

Future Review: May 2026

POLICY

The Town of Bonnyville Library Board believes patrons unable to use conventional print materials should still have full access to library services and programs. It is therefore essential that library services for print-disabled patrons be incorporated into all aspects of library service.

DEFINITION

A patron unable to use conventional print may also be known as a print-disabled patron. Print-disabled patrons include any patron who has a print or perceptual disability, defined in Section 2 of the *Copyright Act* as “a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, and includes such a disability resulting from:

- A. severe or total impairment of sight or hearing or the inability to focus or move one’s eyes,
- B. the inability to hold or manipulate a book, or
- C. an impairment relating to comprehension.”

PROCEDURE

- Services to print-disabled patrons shall be incorporated into library planning, including the Plan of Service. Every patron who is print disabled has unique needs, and a broad range of print disabilities may be found in all communities. The Library Board shall plan its services to meet the needs of a broad range of print disabilities.
- Services to print-disabled patrons shall be treated as essential core services during the budgeting process, and adequate funds shall be allotted to these services.
- The Town of Bonnyville Library Board shall work with or use the resources of other local, regional, provincial, and national organizations to provide services to print-disabled patrons. Such organizations may include:
 - A. Northern Lights Library System
 - B. Public Library Services Branch
 - C. Local community services organizations (e.g., Alberta Health Services, schools, social services)
 - D. Regional or national organizations (e.g., CELA, CNIB, NNELS)
 - E. Other organizations as required



- All staff members shall be trained on how to provide services to print-disabled patrons. While one or two staff members may take the lead in providing services to print-disabled patrons, they should not be the only ones who know how to provide these services.
- The Town of Bonnyville Library Board shall endeavour to provide materials in a form appropriate to the patron, from whatever source is available. Forms may include:
 - A. Adaptive computer software
 - B. Talking books (e.g. Books on CD, DAISY books)
 - C. Titles at a variety of reading levels for a variety of audiences (e.g., high/low titles)
 - D. Large print titles
 - E. Other adaptive technology
- Library staff shall incorporate the needs of print-disabled patrons when planning library programs. Staff shall take whatever steps are reasonably possible to ensure print-disabled patrons are able to participate in all library programs and shall regularly evaluate its programs to ensure they are being delivered effectively to those with print disabilities.
- The Town of Bonnyville Library Board shall ensure that the library building is accessible to people with print disabilities. It shall do this by consulting with print-disabled members of its community, as well as building codes and design standards (e.g., barrier-free design). The Library Board shall budget for appropriate building renovations and upgrades when necessary but may also consider smaller changes such as accessible desks and clear, glare-free, easy-to-read signage or tactile signage.
- The Town of Bonnyville Library Board shall promote library services to persons with print disabilities through local media and partner organizations. Services can be promoted in standard and alternative formats, depending on the needs of the audience.