

# PEI Public Library Service Policy Manual

## Table of Contents

|  |                         |
|--|-------------------------|
| Borrowing and Access to Library Materials Policy | <a href="#">Page 2</a>  |
| Collection Management Policy                     | <a href="#">Page 5</a>  |
| Computer and Internet Use Policy                 | <a href="#">Page 9</a>  |
| Confidentiality Policy                           | <a href="#">Page 12</a> |
| Display and Distribution of Materials Policy     | <a href="#">Page 13</a> |
| Donation Policy                                  | <a href="#">Page 15</a> |
| Exam Proctoring Policy                           | <a href="#">Page 17</a> |
| Friends of the Library Policy                    | <a href="#">Page 18</a> |
| Interlibrary Loan Policy                         | <a href="#">Page 19</a> |
| Member Rights and Responsibilities               | <a href="#">Page 21</a> |
| Policy Authority Creation and Maintenance        | <a href="#">Page 22</a> |
| Programs Policy                                  | <a href="#">Page 23</a> |
| Request for Reconsideration of Materials Policy  | <a href="#">Page 25</a> |
| Safety of Children in the Library Policy         | <a href="#">Page 27</a> |
| Volunteers Policy                                | <a href="#">Page 29</a> |

## Borrowing and Access to Library Materials Policy

This policy defines membership eligibility, member borrowing privileges and provides information on overdue and replacement charges for the Prince Edward Island Public Library Service.

### Membership

Library membership is free and available to all residents of the province. Residents are those whose primary residence is in Prince Edward Island or who own property in the province. Non-residents are eligible to receive a limited membership. To obtain a library card, applicants must complete an application form and present [acceptable identification](#). A limited membership, with restrictions, may be issued if acceptable identification is not presented.

Youths less than 16 years of age are required to have a parent or legal guardian sign their membership form. Parents and legal guardians sign with the understanding that borrowers have access to the entire collection and accept responsibility for all materials borrowed in the applicant's name. In signing a library card, individuals accept for themselves or for their child(ren) responsibility for the use of all library services and collections in accordance with library policies and regulations.

Change of address, name, or phone number must be reported immediately. Loss or theft of a library card must be reported immediately. Library members are responsible for any materials borrowed on their card until loss or theft is reported. ID is required to issue a replacement card. Members are asked to verify their address information every two years. Dormant accounts may be removed after an extended period of inactivity.

### Access to Materials

PEI Public Library Service card holders are members of one public library system. With a library card, members may borrow items from any public library in the province. Library members must present their library card to borrow materials. A person may consult library materials on-site without a library membership or library card.

### Borrowing Privileges, Holds, and Loan periods

Library members may have up to 40 items checked out at one time. Some collections have limits on the number of items that can be borrowed. Loan periods vary depending upon material type. ([See appendix A](#)) Library members may have up to 50 items on hold at any time. The library's OverDrive download service allows members 10 checkouts and 20 holds at any one time.

Library members are responsible for ensuring that materials are returned by the due date so they will be available to others. Overdue fees have been established as an incentive for prompt return of materials. Overdue fees vary depending upon material type. ([See Appendix A](#)) Under exceptional circumstances, late fines may be reduced or waived by the employee in charge. Cumulative overdue charges, replacement costs, and/or other charges totaling \$20.00 or more will lead to the suspension of a library member's borrowing privileges until such time as the amount owing is less than \$20.00.

**Replacement Fees for Lost or Damaged Materials**

Library members, or for youths under 16 the parent/legal guardian who signed for their membership, will be charged the replacement cost for an item when it is lost or damaged beyond use while checked out on their card. Library employees will determine if an item must be withdrawn from the system due to damage. Replacement costs are assessed based on the value of the item recorded in the automated library system. If no price is recorded, a default price will be charged dependent on material type.

Items will be declared lost and charged to a member's account when they have been overdue for 30 days, or when acknowledged as lost by library member. Payments for lost items may be refunded if the item is returned within 60 days of the payment date. The maximum overdue charge will be deducted from any refund amount. Identical replacements for lost or damaged materials may be accepted with manager's approval.

The replacement charge for a library card is \$2.00.

**Borrowing and Access: Appendix A**

| <b>Item Type</b>                     | <b>Loan Period (Days)</b> | <b>Maximum # of Renewals*</b> | <b>Daily Overdue Fee</b> | <b>Maximum Fine Per Loan Period</b> |
|--------------------------------------|---------------------------|-------------------------------|--------------------------|-------------------------------------|
| Adult and Teen Books                 | 21                        | 3                             | .25                      | 7.50                                |
| Adult and Teen Magazines             | 7                         | 3                             | .25                      | 7.50                                |
| Express Books and High demand items  | 7                         | 0                             | .25                      | 7.50                                |
| Children's Books                     | 21                        | 3                             | N/A                      | N/A                                 |
| Children's Magazines                 | 7                         | 3                             | N/A                      | N/A                                 |
| All DVDs                             | 7                         | 3                             | .25                      | 7.50                                |
| Games/puzzles/Other ephemera         | 7                         | 3                             | .25                      | 7.50                                |
| Adult Music CD's and Audiobooks      | 21                        | 3                             | .25                      | 7.50                                |
| Children's Music CD's and Audiobooks | 21                        | 3                             | .10                      | 7.50                                |
| E-books and E-audiobooks             | 21 (can vary)             | 0                             | N/A                      | N/A                                 |
| Interlibrary loans                   | 21                        | 0                             | .25                      | 7.50                                |

\*Items with holds/requests cannot be renewed.

## Collection Management Policy

This policy provides guidelines and principles to govern the selection and removal of materials within the collection of the PEI Public Library Service.

It is the goal of the PEI Public Library Service to provide collections that:

- offer educational, informational, and recreational materials for a wide range of interests;
- reflect the needs of the community;
- assist in the pursuit of life-long learning;
- develop literacy skills;
- contain local, national, and international content;
- offer a broad range of perspectives and ideas;
- include a wide variety of formats, including alternative and accessible formats;
- appeal to all citizens regardless of age, gender, ethnicity, religion, and/or political affiliation;
- offer multilingual materials; and
- offer materials to English as an Additional Language (EAL) and Adult Literacy learners and tutors

### Intellectual Freedom

In selecting library materials, qualified library staff are guided in part by the principles put forth in the [Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries](#). The library collection, as a whole, is designed to meet the educational, informational and recreational needs of the entire community and represents various beliefs and points of view and has materials available for all ages. As a result:

- materials will not be suppressed or removed because they may be deemed offensive by some;
- materials will not be marked or identified to show approval or disapproval of contents; and
- responsibility for a child's selection and use of library resources rests with parents or legal guardians. The library's selection of materials will not be inhibited by the possibility that they may come into the possession or view of children

Some materials selected for the library may be controversial and may offend some members. The right to reject library material for personal use is recognized but does not accord any individual or group the right to restrict library materials from others. Library members who object to materials may be directed to the [Request for Reconsideration of Materials Policy](#).

### General Criteria for Selection

Library materials will be available in a variety of formats including print materials, audiobooks, electronic formats and DVDs. Library materials shall be selected for purchase using some or all of the following criteria:

- popularity and public demand (existing or anticipated) including current bestsellers;
- enduring value and author reputation and significance;
- relevance of subject matter;
- style, presentation, readability and accuracy of information;
- recognition by prizes, awards, bestseller lists and critical reviews;
- member suggestion/request;
- space, price and budgetary factors;
- Canadian and PEI content or authors;
- strengths and weaknesses of the current collection;
- The PEI Public Library Service does not purchase materials connected to specialized educational curriculum (i.e. textbooks, academic essays, or articles); and
- balancing special group interest with general demand

### Self-Published Authors

The Public Library Service welcomes submissions from self-published authors. Self-published items will be assessed according to the same criteria as other library materials. To submit a title for consideration, please complete the Self-Published Materials Consideration Form (Appendix A). Due to the volume of requests received, the Public Library Service cannot notify authors whether their title has been accepted. Authors of accepted materials will receive a purchase order from the library, and the title will appear as on-order in the library's online catalogue.

### Suggestions for Purchase

The Public Library Service is happy to consider additions to the collection and provides an [online form](#) for accepting suggestions from the public. Suggestions will be assessed according to the same criteria as other library materials.

Due to the volume of requests received, the Public Library Service cannot notify requestors whether their suggestions have been accepted.

### Deselection

Material will be removed from the library's collection on an ongoing basis to make room for new acquisitions. Items may be removed if they are:

- damaged, worn, or beyond repair;
- outdated, misleading, or inaccurate;
- superseded by a new edition; or
- no longer in demand

Discarded materials may be placed in used book sales as a fundraiser for Friends of the Library groups. Items that do not sell at book sales will be donated to other non-profit groups or recycled.

**Replacement**

Items which are discarded on the basis of damage may be considered for replacement. Items will be assessed for replacement using some or all of the following criteria:

- continued popularity and demand;
- classic work of fiction or non-fiction;
- required to maintain balance in a subject area;
- historical value;
- budgetary considerations; and
- general selection criteria found above

**Appendix A: Self-Published Books**

**Book Title:** \_\_\_\_\_

**ISBN:** \_\_\_\_\_

**Date of Publication:** \_\_\_\_\_

**Audience:** Children\_\_\_ Teens\_\_\_ Adults\_\_\_  
Fiction\_\_\_ Non-fiction \_\_\_

**Author's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Author's Credentials:**  
\_\_\_\_\_  
\_\_\_\_\_

**Brief Summary of Book:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Are there any published reviews of the book?** Yes\_\_\_ No\_\_\_  
*If yes, please attach copy of review*

**Are you willing to donate your book to the library?** Yes\_\_\_ No\_\_\_  
**Price (if no):** \_\_\_\_\_

**Where is this book available for purchase?**

Wholesaler (please list) \_\_\_\_\_  
Local bookstore (please list) \_\_\_\_\_  
From author only\_\_\_

*The library does not order directly from websites or pay in advance for materials. If you would like to sell your book to the library you should be prepared to create an invoice and accept a purchase order.*



## **Computer and Internet Use Policy**

The Public Library Service provides a variety of public computer workstations to help meet the needs of Islanders for information, education, and recreation. The Public Library Service also offers access to the Internet through many of its computer workstations and provides wireless Internet access (WiFi) at all locations.

Use of these services is provided free of charge to library members in good standing and visitors; however, access is limited to authorized users and is governed by the terms set out in the relevant acceptable use agreements (see appendices A and B). Records of public computer use, but not online activity, will be maintained in accordance with provincial records management standards.

To ensure equitable access to computers and the Internet, the Public Library Service may also set limits on the number of sessions per day and the length of those sessions.

Library members must present their library cards when using a public computer workstation or when registering for a WiFi account.

As with other library services and resources, parents or guardians are responsible for their children's use of public computer workstations and the Internet.

Technical support for users' personal devices is the responsibility of the user; however public libraries occasionally offer computer literacy programs. Additional training or support may be offered at the discretion of library staff members.

While the Public Library Service strongly supports intellectual freedom, users are nevertheless reminded that libraries are public places; they must be considerate of those around them – especially children – when accessing content on a personal device or public computer workstation. Library staff reserve the right to act if they believe a user's conduct is inappropriate or if they receive complaints about a user's behaviour. Inappropriate behaviour may result in suspension of library privileges or removal from the library.

**Appendix A: Wireless Internet Acceptable Use Agreement**

You are accessing a restricted computer network owned by the Government of Prince Edward Island. This network is to be accessed by authorized users only.

Your use of the Government of PEI guest wireless network connection is at your own risk.

The Government of PEI assumes no responsibility, and shall not be liable for any loss of data, damages or viruses/malware that may infect your computer or other property on account of your access to, use of, or browsing in any website, or your downloading of materials from websites.

The Government of PEI reserves the right to log, monitor and review all activities on the guest wireless network.

The Government of PEI reserves the right to inspect, at any time, any personally owned device while connected to the guest wireless network.

Illegal use of the Government of PEI guest wireless network, intentional deletion or damage to files or data belonging to others, copyright violations or theft of services may be reported to the appropriate legal authorities for possible prosecution.

By clicking on the Accept button below, you acknowledge the risks and responsibilities of using this network.

**Appendix B: Public Computer Workstation Acceptable Use Agreement**

You are accessing a restricted computer network owned by the Government of Prince Edward Island. This network is to be accessed by authorized users only.

Your use of the Government of PEI public computer workstations is at your own risk.

The Government of PEI assumes no responsibility, and shall not be liable for any loss of data, damages or viruses/malware that may infect removable media or other property on account of your access to, use of, or browsing in any website, or your downloading of materials from websites.

The Government of PEI reserves the right to log, monitor and review all activities on its public computer workstations.

Illegal use of the Government of PEI public computer workstations, intentional deletion or damage to files or data belonging to others, copyright violations or theft of services may be reported to the appropriate legal authorities for possible prosecution.

By accessing a public computer workstation, you acknowledge the risks and responsibilities of using these resources.

## Confidentiality Policy

As a designated public body under the [Freedom of Information and Protection of Privacy Act \(R.S.P.E.I. f-15.01\)](#), the Prince Edward Island Public Library Service is obliged to protect the privacy of its members by ensuring personal information is collected, used, and disclosed appropriately.

This includes, but is not limited to:

- contact information;
- requests for information; and
- borrowing activity

The principle of confidentiality is also integral to the [Oath of Office](#) sworn or affirmed by all library employees when they are appointed to the civil service and is one of the core values of the library profession.

### Collection of Personal Information

The Public Library Service only collects that personal information which is required for the operation of its programs and services. Library members may request corrections or additions to their personal information at any time (*eg* an updated mailing address, a new telephone number, etc.). The Public Library Service does not maintain records of member borrowing histories.

### Use of Personal Information

Personal information collected by the Public Library Service may only be used for the purpose for which it was collected, for another use consistent with that purpose, or for a limited number of other purposes specified by the *Freedom of Information and Protection of Privacy Act*. In general, personal information is only retained for as long as it is administratively useful.

### Disclosure of Personal Information

The *Freedom of Information and Protection of Privacy Act* limits the circumstances under which the Public Library Service may disclose the personal information it has collected.

## Display and Distribution of Materials Policy

Bulletin boards and pamphlet displays help PEI public libraries act as community spaces.

In libraries where space is limited, the first objective for use of these resources is to advertise library programs and services. When space permits, the second objective is to provide the public with information concerning the community, especially that pertaining to educational, cultural, recreational, and charitable events.

The library neither approves nor disapproves of the content, subject matter, or points of view expressed in the community information posted, nor is it responsible for the reliability of information or services posted.

Community groups and individuals requesting space are required to submit their material to the library for posting or distribution. The library does not return the material after use. The library is not responsible for lost or damaged materials and cannot guarantee how long material will be displayed or in which position.

Information from the community is displayed or distributed only in designated community information areas except when related to events or projects that are co-sponsored with the library.

The following statement will be posted on all bulletin boards promoting non-library events and services:

*Bulletin Board space is provided as a service to the community. The library neither approves nor disapproves of the content, subject matter, or points of view expressed in the community information posted, nor is it responsible for the reliability of the information or services posted.*

### Material Acceptable for Posting or Distribution

Materials submitted must fall within these guidelines:

- not-for-profit educational courses and programs;
- information of a cultural nature such as concerts, theatre, art gallery shows, etc.;
- events run by, or to raise funds for, non-profit organizations;
- free community information (health, civic, social, religious), or
- programs sponsored by local community organizations

**Material Not Acceptable for Posting or Distribution**

The following materials will not be accepted:

- political campaign flyers/posters;
- material that violates the Criminal Code of Canada, the PEI Human Rights Act, the Canadian Charter of Rights and Freedoms, or any other statute;
- materials so large in size (such as posters) as to exclude posting of other items;
- petitions; and,
- commercial advertising

## **Donation Policy**

This policy establishes guidelines and principles to govern the acceptance of monetary donations, collection materials, and other items donated to the PEI Public Library Service (PLS).

### **Monetary Donations**

The Public Library Service encourages gifts of money to support programs and to augment the library collection. Annual tax receipts for monetary donations over \$100.00 can be issued upon request.

### **Library Materials**

All materials donated to any public library in the province become the property of the PEI Public Library service. PLS reserves the right to decide the disposition of any materials donated. Items that are not added to the library's collection will not be returned, but may be placed in library book sales.

PLS accepts donations of books, audiobooks, DVDs and other materials that can be used to support its mandate. Donations in good condition that will usefully augment the present collection and meet the criteria outlined in the 'Collection Management Policy' will be added to the collection.

Donations valued at more than \$100 market value in a calendar year are eligible for income tax receipt upon request at time of donation. Annual tax receipts can only be issued for material that are added to the library's collection. Final evaluation of materials for issuing of tax receipts may only be done by a manager in the PLS.

The Public Library Service does not accept:

- encyclopedias;
- text books;
- medical, scientific, travel and computer books older than 3 years;
- abridged materials (Readers Digest Condensed books, abridgments of classics, etc.);
- records, VHS tapes, cassette tapes; or,
- items that are mouldy, musty, damaged or in poor condition.

Items such as board games, puzzles, and toys may be accepted, but a tax receipt cannot be issued.

### **Furniture, works of art, and other valuable items**

All donations of furniture, artwork, antiques, or other items of a higher value must be approved by library management.

Any conditions or requests by the donor of such items must be approved, in advance, by the library manager. As with all donations, donors may not dictate library policy or procedures with respect to items they have donated. A memorandum of agreement may be created at the

manager's discretion. Items donated to the Library become the property of the library and will not be returned if the library no longer has a use for them.

Tax receipts may be issued subject to Revenue Canada regulations.



## **Exam Proctoring Policy**

In keeping with the Public Library Service's commitment to assist in the pursuit of life-long learning, the library provides proctoring services for written and certain computer-based examinations.

There is no charge to have an exam proctored at a public library. If the student's education institution offers some form of remuneration, this payment may be accepted on behalf of the local Friends of the Library group.

### **Student Responsibilities**

- Students must contact the library to arrange proctoring services at least one week before the date of the exam.
- Students must inform the library as soon as possible if they are unable to keep an appointment.
- Students must confirm that the library's facilities and services meet the testing requirements of their educational institution.
- Students are responsible for supplying all materials necessary to complete the exam (*eg* pens, pencils, paper, calculator, etc.).
- Students will be billed the cost of printing all exam-related materials as well as any postage costs for exams that must be returned by mail or courier.
- If the exam requires computer equipment or Internet access, students should consult a staff member at least one week before the exam to ensure these needs can be met. The Public Library Service regrets that software cannot be installed on public computer workstations for the purposes of completing an exam.

### **Library Responsibilities**

- Exam proctoring can only be offered at locations where facilities permit and where a dedicated staff member will be available to receive, supervise, and return the exam.
- This service is only available for exams that will be completed during normal operating hours.
- The library will return the completed exam in accordance with the requirements of the student's education institution.

## **Friends of the Library Policy**

The term Friends of the Library refers to a volunteer group of individuals with a common interest in helping and supporting the library. Membership is open to any interested member of the public. Library Staff serve as ex officio members representing PLS. The PEI Public Library Service welcomes the establishment of Friends of the Library groups as a means of supporting its work.

### **Friends of the Library Committees will:**

- support the local library in various capacities such as assisting with programs and organizing fundraising events to purchase craft materials, furnishings, or other equipment;
- as a non-profit committee, may apply for funding and sponsor summer student position for library;
- assist library staff in promoting the library in the community or by attending local community events;
- assist with advertising library events with posters, local newsletters, etc; and
- advocating for the library and raising awareness of the library in the community

## Interlibrary Loan Policy

The Public Library Service offers an interlibrary loan (ILL) service to better meet the needs of Islanders for information, education, and recreation. The ILL service allows library members to borrow a book or journal article not available in our system from another Canadian library.

### Member Eligibility

ILL service is available to any Public Library Service member not blocked from borrowing or requesting materials.

Members may have up to three (3) ILL items on order or in use at one time. Requests may be made using the [online ILL request form](#) or by submitting a hard copy of the form at any Public Library Service location.

### Materials

Some materials may only be available to the Public Library Service for a fee. The Public Library Service reserves the right to limit a borrower's requests at any point during the April to March fiscal year. Every effort will be made to borrow items from libraries that do not charge for ILL borrowing.

The following materials may be borrowed through the ILL service:

- books (both standard and large-print);
- magazine and journal articles; and
- microfilm and microfiche

The following materials are not available through the ILL service:

- books published within the last two calendar years (*ie* current year and previous year) or before 1930;
- materials already in or on order for the Public Library Service collection (missing and lost items excepted);
- downloadable media including e-books;
- audiovisual materials such as DVDs, CDs, audiobooks, etc.;
- full issues of magazines or journals;
- textbooks and reference materials;
- items previously obtained for the same borrower through the ILL service; and
- materials that are not available in a Canadian lending library

## **Use of Materials**

Requested materials may be picked up at any PEI Public Library Service location during normal operating hours. ILLS should be returned to the library from which they were picked up during normal operating hours and handed directly to staff.

The loan period for ILLs is three (3) weeks; items cannot be renewed. ILL materials are not eligible for special or extended loan periods.

Borrowers are responsible for all ILL materials checked out using their cards. The charge for overdue ILL items is \$0.25 per item per day to a maximum of \$7.50 per item. Charges levied by a lending institution for lost or damaged materials are also the borrower's responsibility.

Borrowers who lose, damage, or habitually return ILL items overdue may forfeit ILL privileges. Managers may suspend or reinstate ILL privileges at their discretion.

## Member Rights and Responsibilities

The PEI Public Library Service supports the rights of all individuals to:

- use the library without discrimination;
- receive friendly, courteous and respectful service;
- have free and equal access to information; and
- use the library without threat of harm, invasion of property or interference.

The library is for everyone's enjoyment. Library staff are entrusted with the obligation to ensure that the Library's policies are followed and will apply these policies in a fair, dignified and positive manner. Individuals using library services and resources are expected to act with respect and consideration for others and for library property in accordance with library policies.

Conduct that is disruptive, unsafe, prevents the enjoyment of the library by others, or interferes with library operations is not permitted. This includes, but is not limited to:

- verbally or physically threatening behavior or harassment;
- use of profane, obscene or injurious language ;
- behavior which contravenes municipal, provincial, and federal by-laws or legislation;
- fighting, shoving, running, throwing items or rough-housing;
- soliciting or panhandling on library property;
- smoking within 4.5 meters (15 feet) of library entrance;
- presence of fragrances strong enough to be perceived by others
- use of skateboards, roller blades, roller skates, scooters, or bicycles inside the library;
- presence of non-service animals in the library, except for special programs with manager approval;
- failure to supervise children in accordance with the [Safety of Children in the Library Policy](#); and,
- failure to promptly leave the library at closing time.

Those whose conduct is disruptive to library operations and other customers' use of the library may have the privilege of using the library limited or denied to the extent necessary to deal with the problem. Individuals barred from one library facility will be barred from all library premises.

## **Policy Authority, Creation and Maintenance**

[Section 2 of the Public Libraries Act \(R.S.P.E.I. 1988, P-31.1\)](#) establishes the Provincial Library Service, commonly referred to as the Public Library Service (PLS), and gives it authority to “supervise libraries supported under this Act and cooperate with community authorities in the management and development of library services”. Further to this mandate, Section 5 states: “Subject to the directions of the Minister, the Provincial Librarian shall have general charge of the Service and direct the work of the staff”.

In order to fulfill this mandate, the PEI Public Library Service, under the direction of the Provincial Librarian, shall create policies that define the scope and limits within which the PLS operates. These policies shall provide effective parameters and directions for decisions and actions undertaken by management and staff. To this end, the Provincial Librarian will ensure that an effective policy-making process is in place for all public libraries under the authority of the PLS.

Policy will be developed as follows:

- the need for a policy shall be communicated to the Provincial Librarian by any member of the PLS management team;
- the member of management shall submit a draft version of the policy to the Provincial Librarian for review and consideration;
- policies will be developed and considered by the PLS management team. Official approval of policies is given by the Provincial Librarian;
- approved policies will be communicated to all staff and will be made available to the public;
- existing policies will be reviewed every three years or as the need arises. New policies may be created at any time;
- approved policies are applicable at all PEI public libraries and will be communicated to all staff as directives to be followed.
- policies will only be created using the above mentioned process. Individual staff members may not create policies but may suggest them to any member of the library management team; and,
- procedures are operational in nature and put in place to implement policy directions of the PLS. Procedures that implement policies may be developed by staff in consultation with managers.

## **Programs Policy**

Library programs are free events that provide additional opportunities for learning and entertainment. Programming is an integral part of providing public library service to Island communities. It supports the library's goal to provide opportunities for lifelong learning, to develop young readers, broadly promote literacy and reading, and to celebrate our heritage/history and promote cultural awareness.

Programs raise the library's profile in the community and have a positive impact on library use. They are a strong mechanism for outreach and promotion which allow the library to forge partnerships with a wide variety of groups and individuals.

Programs highlight the Library's collections and services, and share knowledge and expertise, increasing awareness of the Library as a cultural and informational center.

### **Selection Criteria**

Events and programs offered by the PEI Public Library Service will:

- be responsive to current interests and needs of the community. Programs may be tailored to meet the specific needs of the communities served by our libraries;
- create and promote community partnerships;
- encourage literacy and the enjoyment of reading;
- highlight materials and services available at the library, and assists members in their effective use;
- offer training and assistance with new technologies used to offer library services;
- promote an awareness of contemporary issues and information required to engage in society;
- celebrate local history;
- promote cultural awareness; or,
- attract a new/unique audience to the library.

### **Delivery of Events and Programs**

The quantity of programs offered at each library will be determined by library managers based on open hours, community interest, and other relevant factors. The content of events and programs will be presented by staff with knowledge or training in the topic, or may feature experts from the community including: authors and illustrators, performers, community partners, or other community members with expertise relating to the programming topic.

As a public library, we make every effort to provide free access to information and ideas through our collections, programs and services. Our programs will be offered without charge to attendees in all but exceptional circumstances (with manager approval).

The library may limit program attendance based on safe use of space, or when the success of a program requires it. The library may set age guidelines for participation in programs when those programs are tailored to meet the different developmental stages of children, or when the library staff or program facilitator deems the content to be best suited to a particular audience.

The library reserves the right to cancel programs as deemed necessary, and will make every effort to notify the public. Programs may be delivered within a Library building or in other suitable locations within the community. Programs shall not be in contravention of federal or provincial laws and regulations, or municipal by-laws.

The library may occasionally host promotional events such as book or CD launches. Promotional events will only be held for titles that have been added to the library's collection. Presenters may be permitted to display books for purchase during promotional events. Not all requests for promotional events will be approved and preference may be given to library run programs.

The public are encouraged to suggest topics for future programs and events. These suggestions will be considered in light of the programming criteria and library resources. Not all suggestions will be used.



## Request for Reconsideration of Materials

The PEI Public Library Service is committed to the basic principles of Intellectual Freedom outlined in the following statement by the [Canadian Federation of Library Associations](#):

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

Patrons may request a reconsideration of library materials using the Request for [Reconsideration of Materials](#) form. All written complaints are forwarded to the Provincial Librarian, who will engage appropriate staff and management in a review of the item based on the request submitted. The decision reached on this or any subsequent reviews will reflect the principles outlined in the Library’s [Collections Policy](#). When the review is completed, the user is provided with a written explanation of the decision.



## **Safety of Children in the Library Policy**

The PEI Public Library Service welcomes children to enjoy its programs, resources, and spaces. Staff are trained to assist children and families in using the Library, but cannot assume responsibility for the safety and well-being of children. Library policies and services are designed to provide a safe and welcoming environment for members of all ages, but parents, guardians, and caregivers need to use the same caution with their children at the library as they would in any other public setting. Parents, guardians and caregivers are ultimately responsible for the behavior and safety of their youth in the library.

A parent is a person who is either the natural, adoptive, or foster parent of a youth. A guardian is a person with legal responsibility for the care and custody of a youth. A caregiver is a person age 12 years or older to whom the parent/guardian has given responsibility for the care of a younger child. An unattended child is a child under the age of 10 who is unaccompanied by a parent, guardian, or caregiver.

### **Parent/Guardian Responsibility for Children's Behaviour and Safety**

Children under the age of 10 must be accompanied by a parent, guardian or caregiver while in the library. Youth age 10 and over may use the library unattended for an amount of time appropriate to their age and maturity.

Parents, guardians or caregivers responsible for children engaging in unsafe or disruptive behavior in the library may be asked to remove their child from the library for a period of time. The presence of a parent, guardian or caregiver may be required for youth of any age who engage in unsafe or disruptive behavior in the library, and youth may be asked to leave the library for a period of time. However, children and youth are encouraged to return, with staff taking a fresh-start approach to subsequent visits.

### **Unattended Children**

If a child under the age of 10 is left unattended in the library, staff will attempt to contact a parent/guardian. If a parent/guardian cannot be reached in a reasonable amount of time, staff are authorized to call the police. A staff person will stay in the building with the child until a parent or police arrive.

Parents, guardians and caregivers must inform themselves of scheduled library closing times, and be aware that youth may sometimes need to leave the library. It is the responsibility of

parents, guardians and caregivers to let their children know what they should do if they must leave the library.

**Protection of Children**

Library staff members are obligateded by the [PEI Child Protection Act](#) (R.S.P.E.I. 1988, C-5.1) to report to Child and Family Services any concerns of physical, emotional or sexual abuse of youth who are or appear to be under the age of 18 years.

## **Volunteer Policy**

A volunteer is a person who performs tasks for the library without wages, benefits, or compensation (including travel expenses) of any kind. The PEI Public Library Service values the important contribution volunteers make to our organization. Volunteers assist libraries not only by contributing their expertise, knowledge, and time but also by strengthening the link to the communities we serve.

### **Eligibility and Screening**

Volunteers must be a minimum of 10 years old. Volunteers under 18 years (minors) must have written permission from a parent/guardian.

All volunteers are required to complete the Public Library Service's volunteer interest form and provide a criminal record check, with the following exceptions:

- minors under the age of 18;
- Friends of the Library members;
- those who do home deliveries for only their friends and relations; and
- guest presenters, provided they do not attend regularly and they are not left unaccompanied by library staff.

### **Use of Volunteers**

According to the Public Service Commission's Human Resource Policy and Procedures Manual, Section 3, Subsection 4.01 (f), volunteers shall not perform the jobs of employees covered by the Collective Agreement between the Government of Prince Edward Island and the Prince Edward Island Union of Public Sector Employees.

Volunteers will not be used to sustain or extend library hours, serve the public at the circulation desk (with the exception of library school [college or university] co-operative students and interns), provide information services to the public (reader's advisory, reference services), or use the staff interface of the automated library system.

Regular volunteers will be provided with a thorough orientation, appropriate training, and the proper tools to perform their tasks. Volunteers must follow relevant library policies and the instructions of library staff. Volunteers are not guaranteed hours or tasks and the volunteer relationship may be ended at any time by decision of library management.

Staff may recruit volunteers for specific tasks, or volunteers may fill out an application form and suggest some skills they have to offer. Staff have final say in what task the volunteer is asked to perform.