



SURREY PUBLIC LIBRARY
POLICY MANUAL

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PREFACE

The Surrey Public Library Board's policies governing Library operations have been compiled in this Manual for the use of Board members, staff, and patrons. The Manual is intended to ensure consistency in service throughout the Library system, to inform the public about the principles on which decisions are made, and to provide a base for the growth of new policies and plans for the Library.



Policy 1.1 LIBRARY GOVERNANCE

Surrey Public Library operates according to the [Library Act of British Columbia](#) and is governed by a Library Board constituted according to the terms of the Act. Board Trustees are appointed by the elected representatives of the residents of Surrey to provide good governance, to act in the best interests of the City and the Library as a whole; and to carry out their responsibilities in a manner that enhances public trust and support.

The Surrey Public Library Board (hereinafter, “the Board”) consists of an uneven number of members, no fewer than five (5) and no more than thirteen (13). Board members are appointed by City Council and must be Surrey residents. The Board is composed of the Mayor of Surrey or designate from Council. The Chief Librarian is the ex-officio non-voting Secretary of the Board.

Surrey Public Library is recognized as a separate employer from the City of Surrey under the Labour Code of British Columbia.

The Board determines the purpose of the Library and secures adequate funding to carry out approved goals and objectives. The Board sets the Library’s strategic direction and approves budgets and plans as recommended by the Chief Librarian.

The Board determines and adopts policies governing the services and operation of the Library. The Policy Manual is periodically reviewed and revised or reaffirmed by the Board.

Surrey Public Library Policies are also subject to all related municipal, provincial and federal laws as well as the collective agreement with CUPE Local 402-02.

The Board is required to adhere to the City of Surrey Council Appointed Volunteer Code of Ethics and Confidentiality Agreement. Board members must respect the terms of the Confidentiality Agreement and may not enter into any activities that are a conflict of interest.

The Chief Librarian is appointed by and reports to the Board and is accountable to the Board for planning and recommending effective and efficient ways to meet community needs for Library service and for directing the activities of all departments to ensure that Library service is provided in accordance with Board policies and directives.

The Chief Librarian is the sole employee of the Board and all operational matters are delegated to the Chief Librarian. The Board supervises the performance of the Chief Librarian and ensures that he/she complies with all Board decisions, policies and all statutory and / or regulatory reporting requirements.

Revised February 28, 2019

Policy 1.2 LIBRARY BOARD MEETINGS

Board meetings are held according to the terms of the [Library Act of British Columbia](#). The Board must meet at least six (6) times a year. The majority of all the members of the Board is a quorum. Regular Board meetings are open to members of the public.

IN CAMERA MEETINGS

The Board may pass a resolution to close the meeting to the public if the subject matter being considered relates to:

- a) the security of the Library;
- b) personal information of an individual including an employee of the Library;
- c) proposed or pending property acquisition;
- d) labour relations or negotiations;
- e) litigation, potential litigation or other legal matters;
- f) any matter that would cause financial or economic harm to the Library, or to the relationship between the Library and the government or other public bodies; or
- g) any other reason as described under section 90 of the [Community Charter](#).

A motion to move in camera will include the following statement:

“The Board proposes a motion to move in camera pursuant to policy 1.2 Library Board Meetings.”

Separate minutes of the in camera meeting are maintained, including all decisions made. The minutes of an in camera meeting are adopted within the next scheduled in camera meeting, and are available only to the Chief Librarian and members of the Board, subject to the provisions of the [Freedom of Information and Protection of Privacy Act](#).

Revised May 25, 2023

Policy 1.3 ACCEPTABLE CONDUCT

Surrey Public Library is committed to being welcoming to all community members. The Library seeks to create an inclusive and healthy environment for everyone, including employees, volunteers, patrons, contractors and visitors. The Library is committed to creating an environment that is free from any form of discrimination or harassment as outlined in the [B.C. Human Rights Code](#).

The Board has the authority to make rules for the use of Library facilities and to impose sanctions for breaches of acceptable conduct under the [Library Act \(RSBC 1996\)](#) Chapter 264, [City of Surrey By-law No. 13804](#) (Surrey Public Library Facilities Regulation By-law, 1999) and [By-law No. 12508 Schedule 24](#).

All employees and patrons are expected to follow the Acceptable Conduct Policy. Those who act contrary to this policy may be asked to leave the library. Depending on the severity of the incident, patrons may have their library privileges revoked and be suspended from all Surrey Public Library branches. An appeal process is outlined when suspensions are issued.

The following conduct is prohibited on Library premises and in email or online interactions:

- Disruptive or unsafe behaviour that interferes with other people's ability to use the Library, or with the ability of staff to perform their duties. Examples of unacceptable behaviour include, but are not limited to:
 - Verbal or physical abuse, threats or intimidation
 - Discriminatory or racist language
 - Failure to cooperate with other patrons or with staff members
 - Running or making loud noise
 - Using skateboards, roller skates, rollerblades, bicycles, scooters (except mobility scooters), or other things that could cause harm
 - Habitual or prolonged sleeping
 - Demonstrations outside of designated demonstration areas
 - Solicitation, canvassing, or actively promoting political, religious, or other ideological doctrine
- Behaviour or activities that may result in damage to facilities, property, materials or equipment such as setting fires, graffitiing, vandalizing or tampering with computers.
- Monopolizing resources, such as materials or physical spaces, which are meant to be shared amongst all patrons.
- Consumption of alcoholic beverages, drug use, smoking or vaping
- Bringing animals, other than guide animals, into buildings
- Sexual misconduct such as exposure, offensive touching, or sexual harassment of patrons or staff
- Viewing offensive or sensitive images, such as pornography or graphic violence.

- Entering Staff Only areas without permission
- Leaving children requiring supervision unattended in the Library.
- Photography, filming or video recording of patrons or staff without prior permission of individuals and/or Library Management.
- Engaging in unlawful activities or violating other Library policies or guidelines.

Patrons are responsible for their personal items while at a Surrey Public Library branch. The Library is not liable for lost, forgotten or stolen items. Perishable or unsafe items left at a branch are discarded.

Parents or guardians must ensure their children follow this and other library policies and guidelines.

Revised May 23, 2024



EMPLOYEE CODE OF CONDUCT

Surrey Public Library expects its employees to carry out their duties honestly, ethically and without conflict of interest or breach of trust. Employees must act lawfully and exercise a degree of care and diligence. Employees must not:

- Engage in any outside employment, business or undertaking
 - that will, or is likely to, interfere with their duties with the Library
 - in which they will gain, or appear to gain a benefit of their position at the Library
 - that will, or is likely to influence or affect how they carry out their duties with the Library
- Consume alcohol, smoke, vape, use drugs, or any other mind-altering substance in the workplace
- Discriminate, intimidate, harass, verbally or physically abuse others
- Prejudice the provision of service to the community
- Accept gifts, favours, commission, or reward from any person business, organization, or corporation that is intended to influence the employee's performance of their duties
- Use or request the use of Library property for personal convenience or profit
- Make public statements unfairly attacking or reflecting negatively on the Library, Board or employees

Employees are expected to:

- Be fit for duty and not impaired in the performance of their work duties
- Give their full attention to the business of the Library while on duty
- Ensure their work is efficient, economic, and effective
- Carry out lawful directions provided to them by those with authority to give such directions
- Endeavour to resolve interpersonal conflicts and disputes in good faith
- Abide by this Employee Code of Conduct and all other library policies and procedures.
- Report alleged breaches of the Code of Conduct to the Chief Librarian or designate
- Report alleged breaches of the Code of Conduct by the Chief Librarian to the Board Executive Committee.

OCCUPATIONAL HEALTH AND SAFETY

Surrey Public Library is committed to providing a safe and healthy work environment in accordance with the Workers Compensation Act and WorkSafeBC Occupational Health & Safety Regulation. To achieve this, the Library has established an occupational health and safety program designed to prevent injuries and disease. The Library provides employees with adequate instruction in health and safety and for addressing unsafe situations in a timely and effective manner.

All employees, volunteers and contractors are required to understand and comply with safe work procedures and guidelines.

Responsibilities

Health and safety are the responsibility of everyone who works or volunteers with the Library.

Management responsibilities include establishing a health and safety program, ensuring employees adhere to health and safety policy and procedures, investigating and resolving complaints, and providing tools and training needed for a safe and healthy work environment.

Supervisor responsibilities include providing health and safety orientation to new employees, providing ongoing training, taking part in inspections and investigations, reporting any safety or health hazards and correcting unsafe acts or conditions.

Employee responsibilities include learning and following safe work procedures, using appropriate safety equipment at all times, seeking clarification when needed, and reporting any safety incident, injury, near miss, or possibly unsafe condition or behaviour in the workplace.

RESPECTFUL WORKPLACE

Surrey Public Library is committed to providing an environment in which employees, volunteers, contractors and patrons are treated with respect and dignity and can contribute to a productive, inclusive, and professional atmosphere.

Bullying or other aggressive or demeaning behaviour towards others is not tolerated. Bullying and harassment includes any inappropriate conduct or comment by a person towards an employee that the person knew or reasonably ought to have known would cause the employee to be humiliated or intimidated. It excludes any reasonable action of an employer or supervisor relating to the management and direction of employees.

The Library takes steps to address bullying and harassment in the workplace by:

- Preventing where possible or minimizing workplace bullying and harassment.
- Developing and implementing procedures to report incidents or complaints of workplace bullying and harassment.
- Training and educating all employees to recognize the potential for bullying and harassment, to respond to bullying and harassment, and to follow procedures for reporting and dealing with incidents and complaints.
- Providing an appropriate process for investigating and dealing with complaints in accordance with the Respectful Workplace Policy.

All employees are accountable for creating and sustaining a respectful workplace and have a responsibility to refrain from disrespectful behaviours. Employees that witness disrespectful behaviours have a duty to report these incidents.

Managers and supervisors have an essential role in preventing and resolving disrespectful behaviour issues. Responsibilities include sharing policies and procedures related to workplace behaviour,

modeling appropriate behaviour, and monitoring and intervening promptly and appropriately when bullying or harassment is occurring.

HUMAN RIGHTS

Surrey Public Library is committed to providing an environment where all employees are treated with mutual respect and dignity. The Library recognizes that employees have the right to work in an environment that is free from a discrimination or harassment.

The Library provides education and training about the policy to all employees and provides a process for reporting, investigating and resolving of complaints of discrimination or harassment.

Discrimination refers to adverse differential treatment of individuals or groups that is related to a prohibited ground of discrimination under the B.C. Human Rights Code.

Prohibited grounds of discrimination include race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, gender identity or expression, sexual orientation, age and conviction of a criminal or summary conviction offence that is unrelated to employment or intended employment.

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

Harassment is a type of discrimination that is unwelcome or conduct that it would be reasonable to assume that it is unwelcome and is related to a prohibited ground of discrimination. Harassment detrimentally affects the work environment or leads to adverse job-related consequences for the victim.

Harassment may include:

- Remarks, jokes, innuendos or other comments or gestures regarding someone's body, appearance, physical or sexual characteristics or clothing;
- Displaying, sharing or storing offensive or derogatory pictures, cartoons or other material (including material on computers, social media or e mail);
- Unwelcome questions or sharing of information regarding a person's sexuality or sexual activity, religious activities or disability status;
- Unwelcome sexual solicitation or advance;
- Unwanted physical touching; and
- Favouring, or appearing to other employees to be favouring, a subordinate employee in exchange for sexual favours.

Harassment does not include job-related actions performed by managers or supervisors such as work direction or assignment, performance appraisal, attendance monitoring and disciplinary or other corrective actions.

Retaliation for reporting or bringing forward a complaint of discrimination or harassment, or participating in the investigation of a complaint, is prohibited. Retaliation may include penalizing an individual or subjecting them to adverse job consequences.

Engaging in discrimination, harassment or retaliation is serious misconduct and may result in disciplinary action up to and including termination of employment.

HIRING

Surrey Public Library treats every applicant and employee fairly, equitably, and with dignity and respect. All appointments, promotions and transfers to positions within the Library are based on the required knowledge, skills and abilities. The Library ensures that recruitment and selection processes comply with pertinent provincial and federal government legislation.

Hiring of Relatives

Relatives of employees can be appointed to positions providing there is no real or perceived potential for any family member to exercise influence or direct administrative control in the working relationship over their relative's performance evaluation, special permissions, potential for promotion, or condition of work. Relative is defined here as biological or legal parent, sibling, child, grandparent, grandchild, cousin, uncle, aunt, niece, nephew, guardian, ward, spouse, partner, and in-laws.

Friends and relatives of the applicant must remove themselves from the selection process.

This policy also applies when two (2) employees of the Library become related under the definition stated above.

Criminal Record Checks

All employees are required to have completed criminal record checks as a condition of employment, and before being hired. The Library determines the relevance of a confirmed criminal record and reserves the right to subsequently deny applicants employment.

For existing employees, the Library determines the relevance of a confirmed criminal record and, where possible, modifies duties and/or transfers the employee to a position/location where they will not be in conflict with CRRRA if such work is available. If no such work is available the Library may assist the employee in finding alternate, suitable employment elsewhere within the City of Surrey.

STAFF DEVELOPMENT

To fulfil its commitment to provide high levels of service to its patrons and the community as a whole, the Library actively encourages development and job-related training for its employees. Staff are provided with development opportunities to help them maximize their contribution within their current roles and support their career development. Staff development may include internal and external training, conference attendance, courses, workshops and visits to other libraries. The Library will consider funding reasonable staff development expenses subject to available budget.

ELECTRONIC COMMUNICATIONS AND SOCIAL MEDIA

Employees are responsible for the appropriate use of electronic communications devices while performing work. These devices must be used in accordance with local, provincial or federal laws that govern the use of these communication devices in Canada.

Surrey Public Library complies with the City's policies and practices on the use of electronic communications and social media.

VOLUNTEERS

The Library values the contribution volunteers make to help build up and strengthen the community. Volunteers may use their expertise, resources and time in positions identified by the Library to enhance the quality of service and programs being provided to our patrons. Volunteers are expected to abide by the same code of conduct as employees.

The Library ensures that no employee is removed or displaced in favour of an unpaid volunteer.

Library Board Trustees are appointed by Council and abide by library policies and the City's policies related to the Council appointed volunteers.

COLLECTIVE AGREEMENT

Nothing in this policy should be construed as depriving employees covered under the Collective Agreement of their rights.

Revised May 23, 2024

GENERAL

The Library is financed according to the provisions of the [Library Act](#).

The fiscal year for Surrey Public Library runs from January 1 to December 31.

Unless otherwise directed by the City, monies remaining in the budget as surplus at the end of the fiscal year are carried over to the following year for use by the Library. Deficits at the year end are normally funded out of the following year's budget.

EXPENDITURES

Purchasing decisions are made on the basis of price, quality, and availability of the goods or services. The Library complies with purchasing practices such as approvals, exemptions, reimbursements and engagement methods set out by the City. When authorized to use a personal vehicle for Library business, reimbursements will be at the rate considered reasonable by the Canada Revenue Agency.

Expenditures up to \$300,000 are approved by the Chief Librarian or authorized delegates. The Chief Librarian is responsible for the expenditure levels set for all Library staff.

Expenditures in excess of \$300,000 must be approved by the Chief Librarian together with a resolution from the Library Board.

AGREEMENTS

Designated Library management staff are authorized signing officers of the Library and may enter into agreements and contracts for the supply of goods and/or services on behalf of the Library, subject to the expenditure limits authorized by the Chief Librarian.

DISPOSITION OF SURPLUS PROPERTY

The Library may dispose of Library materials, equipment or furniture which are no longer required or appropriate for Library use. Methods of disposal may include: sale at a fixed price, sale by open or sealed bid, or transfer of property to the City.

Revised April 11, 2019



Policy 1.6 RISK MANAGEMENT

The Library will make every reasonable effort to diligently safeguard its property, services, employees, volunteers and the public from risks.

The Library will ensure to the best of its ability that these risks are identified, evaluated and managed in coordination with risk management policies, practices and programs of the City.

Revised April 11, 2019

Policy 1.7 PERSONAL INFORMATION AND PRIVACY

The collection, use, or disclosure of personal information is governed by the Freedom of Information and Protection of Privacy Act of British Columbia (FOIPPA). By using Library services, patrons agree to be bound by the Library's terms of service.

Collection and Use of Personal Information

The Library collects and uses personal information as permitted by and in accordance with FOIPPA. The primary purposes for which the Library collects personal information is for the administration of services and programs or purposes consistent with this. Such purposes include, but are not limited to, providing access to materials, services and programs, room rentals, communications, collection of fines, fees and debts, fundraising, evaluating and improving services, protection of property, and security of patrons and employees.

The Library collects personal information that patrons voluntarily provide in order to complete transactions and to make the patron's experience more convenient and relevant. The Library only collects personal information that is necessary and directly related to its programs and administration. This may include but are not limited to name, birth date, gender, address, e-mail address, phone number, and payment information.

Retention and disposal of personal information is in accordance with the City of Surrey's Corporate Records Program and in compliance with FOIPPA. The Library's records are classified and follow a prescribed retention schedule as outlined in the City's Corporate File Plan.

The Library provides choices to the patron and obtains consent with respect to the collection, use, and disclosure of personal information.

Children 12 years of age or older are generally assumed to be capable of exercising their own rights with respect to their personal information under FOIPPA. Where children are incapable of exercising their right to access, correct, or disclosure of their personal information, their parent or guardian may do so on their behalf and only for the children's benefit.

The Library restricts access to patrons' personal information to employees based on their need for access to complete their responsibilities.

Unless another legislation or another authority in FOIPPA applies, FOIPPA requires public bodies to collect an individual's personal information directly from the individual. At the time of collection, the Library informs patrons of the purpose of the collection of personal information and the business contact information of a Library employee who can answer questions about the collection of personal information.

As part of the Freedom of Information (FOI) request process, patrons can request copies of personal records about themselves or someone they are representing. They may also access general records that are not personal in nature. Formal requests go through the City's FOI request process and are made through the City's Privacy Office.

Sharing Information with Third Parties

The Library does not sell, barter, or disclose information about patrons to any organization, partner, or other entity. The Library does not disclose personal information to third parties for independent use, unless required and/or authorized to do so by FOIPPA.

All personal information received from third parties such as credit card payments for services, applications, and photographs, are held strictly confidential. Such information is used only for legitimate internal purposes and will not be released to any third parties unless specifically authorized by the individual submitting the information or unless required to do so under FOIPPA.

The Library may disclose personal information to a collection agency or credit bureau for the purpose of collecting a debt.

Our Commitment to Data Security

The Library employs reasonable and current secure electronic and managerial procedures to safeguard the information and to prevent the loss, misuse, and alteration of any patron's information collected.

The Library provides privacy awareness and education for employees, volunteers and service providers to ensure compliance with legislation.

The Chief Librarian is designated as the Head for the purposes of FOIPPA and works in consultation with the City's Privacy Office for FOI requests.

Electronic Messages

All electronic messages sent by the Library are in accordance with [Canada's Anti-Spam Legislation \(CASL\)](#). Notices sent to members concerning their account activity are essential to membership in the Library are considered transactional and exempt under CASL.

As a registered charity, emails sent by or on behalf of the Library whose primary purpose is to raise funds for the Library are exempt from CASL's requirements.

The Library has implied consent to send electronic commercial messages to the following:

- current and active members of the Library
 - people who ceased to be members in the 24 months preceding the date of sending the electronic message
 - people who entered into a financial transaction with the Library in the 24 months preceding the date of sending the electronic message
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- people who donated to the Library in the 24 months preceding the date of sending the electronic message
- people who volunteered for the Library in the 24 months preceding the date of sending the electronic message

The Library ensures that all commercial electronic messages clearly identify the subject of the communication, include contact information for the Library, and provide options for patrons to opt out of such communications in the future.

Revised May 23, 2024



Policy 1.8 COPYRIGHT INFRINGEMENT

Surrey Libraries seeks to advocate for and support the intellectual property rights of creators as outlined within Canadian legislation while balancing the social benefit and educational value of fair use. Most of the material in the Library's collections is subject to copyright held by others. As such, there may be restrictions on reproduction. Responsibility regarding copyright arising from use and/or copying is the responsibility of the user making the copy, whether the user utilizes their own or library equipment.

The Library encourages its members to conform to the provisions of the [Canadian Copyright Act](#) and the Public Library Copying Licence Agreement with Access Copyright (The Canadian Copyright Licensing Agency). Library staff will comply with the provisions of the Act and the Licence Agreement.

Notices warning about the risk of copyright infringement are posted at public and staff photocopiers in the Library. Copies of the Act are available on the [Copyright Board of Canada's](#) website.

It is the user's obligation and responsibility to determine and satisfy copyright or other use restrictions when using and copying library materials, and the Library assumes no responsibility for infringements of copyright by members of the public should they occur.

Revised April 6, 2023

Policy 1.9 SUSTAINABILITY

Surrey Public Library is committed to reducing its impact on the environment and being a leader in climate action. The Library commits to identifying risks and planning for climate emergencies to protect employees and collections, and investing in adapting and preparing for the future.

The Library is building a place for community engagement and resilience, providing resources, collections and programs for patrons to learn about sustainability and to find solutions to climate impacts.

The Library uses the [Triple Bottom Line framework](#) from the American Library Association to guide our work, summarized:

- 1. Environmentally Sound.** Our goal is to reduce our organization’s impact on the environment and make sure future generations have equal access to clean air, water, and natural resources. This ensures they can live, work, and play in a healthy environment.
- 2. Economically Feasible.** Our goal is to use public funds in the best way possible to help the community that the Library serves. We do this while also taking care of the environment and striving for services to be accessible to all community members.
- 3. Socially Equitable.** Our organization welcomes and respects everyone’s differences, backgrounds, perspectives, interests, and talents. Equity and Indigenous rights are core values of climate action. We work hard to make sure our processes and solutions focus on justice, equity, rights, and the needs of communities.

The Library encourages the people and companies it works with, including contractors, suppliers and volunteers, to meet environmental standards.

To ensure that all employees understand and support the Library’s and City of Surrey’s sustainability goals, the Library educates employees about its climate mitigation actions, strategies for climate adaptation, and efforts to create an equitable society.

Approved May 23, 2024

Policy 2.1 LIBRARY MEMBERSHIP

Library membership facilitates equitable and universal access to a broad range of knowledge, information and ideas. Membership supports the Library's vision, mission and values. The Library is guided by the B.C. Human Rights Code, in providing access to materials. The Code guarantees that no person shall be discriminated against "because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of the person or that group or class of persons."

Library membership is free to residents of Surrey according to the terms of the [Library Act of British Columbia](#). Membership is also free to some non-residents. Requirements include current identification and proof of residence. The types of identification and proof of residence accepted are reviewed periodically and posted on the Library's website.

Membership has no expiry and is valid until the member terminates the membership, the terms of membership are no longer met, or the membership is purged due to prolonged inactivity.

SURREY RESIDENTS

General Cards (Adults)

General cards permit use of all aspects of the Library's collection and services and are available to most adults.

General Cards (Teens)

Persons between the ages of 12 – 18 are registered for a general library card using acceptable identification. General cards for teens permit use of all aspects of the Library's collection and services, except films limited by BC Film Classification Office. Responsibility for the teen's use of the collection and services rests with the parent or guardian. Cards issued to teens are covered by privacy regulations, unless there are charges owing.

Child Cards

Children 11 years of age and under are registered as child borrowers, requiring a parent or guardian to co-sign and acknowledge responsibility for borrowed material. Child cards require government-issued identification which confirms that the child resides at the same address as the parent or guardian. Child cards permit use of all aspects of the Library's collection and services, except films limited by BC Film Classification Office. Responsibility for the use of the collection and services of the Library rests with the parent or guardian. A General card is issued on or after the child's 12th birthday.

NON-RESIDENTS

Agencies

Any business or other organization which pays for a business license in Surrey. Responsibility must be authorized by a signing officer of the business or organization

Taxpayers

Persons and families residing outside Surrey but owning property or a business within Surrey. Proof of ownership of a business in Surrey is required.

Students

Persons attending an educational institution within Surrey. Proof of registration at the eligible educational institution is required. Students' Library cards expire after one year from date of issue.

Residents of Public Library InterLINK Services Area

Residents from the InterLINK geographical area are entitled to the same privileges and subject to the same regulations as Surrey residents. Public Library InterLINK members access online subscription databases through their home library website.

BC OneCard Members

Members of Libraries participating in the [BC OneCard](#) program. Proof of membership from their home library is required. [BC OneCard](#) members are restricted from borrowing book club kits, energy meters, AV materials, from placing holds, and from requesting interlibrary loans. [BC OneCard](#) members access online subscription databases through their home library website.

Visitors

Visitors who do not fall into one of the exemptions noted above may obtain a Library card for a non-refundable fee and with acceptable identification. Visitors' Library cards expire after three months or one year from date of issue.

OTHER

Access Card

Available to Surrey and Public Library InterLINK area residents experiencing financial barriers and/or who due to life circumstances—such as homelessness, living in transition, being refugee or new to the country—are not able to provide acceptable identification or proof of residence. The card permits limited borrowing privileges.

Internet Only Card

Available to those who do not meet the criteria for membership. The card permits internet and computer access with no borrowing privileges.

City of Surrey Employees

Employees of the City of Surrey are eligible for a card. Proof of employment is required.



Policy 2.2 SUSPENSION OF BORROWING PRIVILEGES

Borrowing privileges are suspended when a member exceeds maximum allowable charges, is issued an invoice for the replacement cost of a lost or damaged item or a Collection Agency warning, or violates other Library policies, unless an alternate agreement has been made.

Members whose outstanding charges have been included in a bankruptcy or proposal proceeding, and have received a discharge or full performance, shall have said included outstanding balances removed from their Library accounts upon presentation of documents.

Revised Jan 27, 2022

LOANS

Members may borrow materials from and return them to any branch of the Surrey Public Library system, to any [Public Library InterLINK](#) Library, or participating [BC OneCard](#) Library. eResources can be accessed through the Library's website and are automatically returned at the end of the loan period.

The Library sets loan periods to provide reasonable and equitable access to Library materials and to ensure the return of items. Loan periods are reviewed from time-to-time and are made public on the Library's website.

Materials in heavy demand, are given shorter than usual loan periods. Where the size of and demand for a collection warrant it, the number of items loaned to a member at one time may be restricted.

To provide prompt service on an equitable basis to all members, reference materials are generally non-circulating.

RENEWALS

If no holds have been placed on an item, it may be renewed twice for the normal loan period. There may be exceptions on collections.

HOLDS

Holds may be placed on catalogued items that are circulating or in other branches, and on items requested for purchase or on order. Holds may not be placed on Inter-Library Loan items from other institutions. Resources are shared equitably by limiting the number of holds that each member can have at one time. There is a fee for non-pickup of holds. This fee does not apply to eResources.

OVERDUE MATERIALS

The Library determines the fees associated with the borrowing of Library materials. Fees are reviewed from time-to-time and are made public on the Library's website. Members are responsible for fees associated with unreturned material, which is deemed lost. As a courtesy, the Library provides notification of overdue materials. Notice is also given of long overdue material deemed lost prior to an account being forwarded to a collection agency.

OUTSTANDING ACCOUNTS AND DEBT COLLECTION

If a member does not pay their outstanding debt, the Library may forward the account to a collection agency. Collection agency accounts must be settled before borrower privileges are reinstated. To

foster inclusion and access, the Library reserves the right to make payment agreements with members or waive account charges depending on individual circumstances.

PARENTAL RESPONSIBILITY

The Library does not usurp authority by restricting materials available to children, except videos rated Restricted by the Canadian Home Video Rating System (CHVRS), which are not loaned to those under the age of 18.

Revised January 27, 2022



Policy 3.2 ACCESSIBILITY SERVICES

Accessibility Services provides access to collections in alternate formats for people with perceptual disabilities (including visual, learning, and physical disabilities), developmental disabilities, or people with health or age-related issues that make it difficult for them to use regular library services.

CANADIAN COPYRIGHT EXEMPTION

Access to the Accessibility Services collection is available only to people with perceptual disabilities, defined under the provisions of the [Copyright Act of Canada](#), as follows:

- Learning disability: An impairment relating to comprehension
- Physical disability: The inability to hold or manipulate a book
- Visual disability: Severe or total impairment of sight or the inability to focus or move one's eyes

INTERPRETING THE COPYRIGHT ACT

The Copyright Act defines a perceptual disability as one that prevents or inhibits a person from reading a work in its original format. It does not apply to reading difficulties that result from low literacy levels or developmental disabilities.

HOME DELIVERY

Accessibility Services offers delivery of library materials directly to eligible Surrey residents, including persons confined to a private residence, institution, hospital or care facility for three months or more as a result of ill health, or physical, visual or age-related disability. Seniors without transportation also qualify.

SERVICE ANIMALS

The Library welcomes certified guide dogs and service dogs needed to assist people with disabilities.

ACCESSIBLE BRITISH COLUMBIA ACT

The Library complies with the [Accessible British Columbia Act](#) and works to remove barriers for people with disabilities.

Revised June 23, 2022

Surrey Public Library offers a wide range of programs to the community. Programs are designed to fulfill one or more of the following functions:

- a) Advance the Library's mission, vision and values;
- b) Promote the Library's collections;
- c) Engage the community with literacy, learning and creative opportunities;
- d) Develop partnerships with community organizations where appropriate;
- e) Promote equal access to learning opportunities and experiences;
- f) Raise community awareness of, support for, and use of the Library; and
- g) Encourage the benefits of reading, literacy and life-long learning.

Programs organized by the Library are open to the public, but when necessary, numbers may be restricted, and registration required.

Programs delivered at the Library are generally free of charge to attend although the Library may, in some instances, charge fees to recover costs associated with planning and implementing some programs; children's programs are offered free of charge. When providing programming for an external organization, including children's programs, the Library may charge fees to recover costs associated with planning and implementing these programs.

Programs offered in partnership with community organizations must be aligned to the Library's mission, vision and values; and comply with applicable federal, provincial and municipal laws.

When offering food and drink at programs, the Library will endeavor to provide healthy options.

Speakers may receive honoraria with prior Library approval.

Reference made in programs to any specific products or services does not imply endorsement of those products or services by the Library. The activities, beliefs or opinions of the speakers expressed in the program do not necessarily reflect those of the Library.

Revised June 23, 2022

Policy 3.4 MEETING ROOMS AND COMPUTER LEARNING CENTRES

The Library's meeting rooms and Computer Learning Centres (CLCs) are primarily intended for Library purposes, including programs conducted, initiated or co-sponsored by the Library. When the Library does not require the meeting rooms or CLCs they may be rented by community organizations, businesses, government agencies or individuals for meetings and programs.

Renters agree they will comply with applicable federal, provincial and municipal laws, including the [Library Facilities Regulation Bylaw 13804](#) in their use of Library facilities. Activities must be conducted in a manner consistent with the Library's Acceptable Conduct Policy and any other applicable Library policies.

Library meeting rooms and CLCs may not be rented for activities:

- that are likely to result in more than normal wear and tear, or cause misuse or damage to Library property;
- that may cause disruption to Library operations, services or library staff or public;
- that are likely to create hazardous conditions to attendees, library staff or public;
- that require ongoing storage of renter's items;
- that require a permit and/or prior Library approval, such as the service of alcohol, where the relevant permit or approval has not been obtained;
- that include the consumption of alcohol during regular Library service hours;
- that violate the [B.C. Human Rights Code](#) which guarantees that no person shall be discriminated against "because of the race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of the person or that group or class of persons;" and
- that violate the Criminal Code of Canada which prohibits the communication of statements that incite or willfully promote hatred against an identifiable group.

Rental of Library spaces does not imply endorsement of the group, its beliefs and activities. The Library reserves the right to deny or cancel meeting room or CLC rentals at any time.

When a Library building in its entirety is requested for a special civic or Library event outside of service hours, or if an event such as filming requires the closure of the Library, written permission is required. Such requests are subject to approval from the board. If a special request is approved, additional costs such as security, janitorial service, liability insurance, special permits and any other exceptional costs must be paid by the renter. The fee to rent a Library building will be negotiated as part of the exceptional request that is presented to the Board.

Rental rates are reviewed from time-to-time and made public on the Library's website. Fees may be waived for co-sponsored Library programs or reasonable use by City of Surrey departments.

Non-profit agencies considering using the Library for the purpose of fundraising may book meeting rooms and confine their activities to the rented space. Solicitation of Library users is not permitted.

Revised June 27, 2019



Policy 3.5 COMMUNITY INFORMATION

The Library provides space for community information that deals with informational, recreational, cultural and educational activities. Space may also be provided for displays and petitions on issues of importance to the community. When space is limited, information about Library programs and services is given priority.

All materials posted or displayed, including petitions, require prior permission from the Library. The Library does not accept information that contravenes applicable federal, provincial or municipal laws. The Library reserves the right to remove materials at any time.

Materials displayed may represent varying points of view reflecting current conditions, trends, and controversies so that members of the community may inform themselves and make individual judgements. The Library does not endorse or promote particular beliefs or views, and the provision of space for community information does not imply the Library's endorsement of the viewpoint expressed therein.

The Library bulletin boards and display areas may not be used for:

- Direct fundraising by non-profit agencies other than Surrey Public Library
- Commercial or personal postings, including those listing items or services for sale (except in specific areas designated for such postings)
- Promoting religious doctrine or inviting people to worship
- Promotions for political parties or individual political candidates

Groups conducting interviews, surveys, or petitions may not solicit or approach people in the Library without prior permission from the Chief Librarian or designate. The Library will respond to such requests on a case-by-case basis, taking into consideration:

- Availability, location and set up of space required
- Degree of library staff assistance or resources required
- Timing and length of activity requested
- Interference with library operations

Revised June 23, 2022

Policy 3.6 EXHIBITS

The Library provides space for exhibits to provide exposure to the work of local artisans and artists.

Exhibitors must assume all risk for articles displayed and sign a release form prior to exhibits being displayed. Prices may not be posted, but the Library may provide exhibitor contact information.

Exhibits must align with the Library's mission, vision and values. The Library will not accept exhibits that contravene applicable federal, provincial or municipal laws, and reserves the right to reject any part of an exhibit.

Exhibits are subject to the same guidelines outlined in policy 3.5 Community Information.

Revised June 23, 2022

Policy 3.7 INTERNET AND COMPUTER USAGE

The Library provides Internet access via public computers and Wi-Fi as a complement to other information resources and to enhance access to online services. The Library may impose computer usage time restrictions, limit user bandwidth or other restrictions in order to provide equitable access.

The Library is committed to protecting people's privacy in its online services. Users must agree to the Terms of Use when logging on the public computers or accessing Wi-Fi in the Library. Users who do not abide by the Terms of Use may be denied access to the service.

Parents or guardians are responsible for supervising their children's use of online services. Children's computer workstations are filtered. Workstations in adult areas are not filtered other than to protect the machines from potentially harmful security threats.

The Internet is a largely unregulated environment, and the Library is not responsible for and cannot control content accessed via the Internet on public workstations or public Wi-Fi. The Library cannot guarantee the accuracy or completeness of content accessed via the Internet. Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about users' activities online.

The Library also cannot guarantee that the use of its computers, Internet systems, or wireless networks is private or secure at any time. Patrons remain solely responsible and liable for any risks, damages, or losses incurred through or associated with their use of the Library's computers, Internet systems, or wireless networks. Given that no promise of security or confidentiality can be afforded to any patron's access, the Library discourages access where security or confidentiality is of concern to patrons, including but not limited to access related to health information, credit information, banking information, or other sensitive information.

The Library strives to balance the interests of users who wish to access information and the importance of protecting intellectual freedom, with the right of the public and staff to be in a safe, welcoming, and harassment free environment.

Revised April 6, 2023



Policy 4.1
**COOPERATION WITH OTHER LIBRARIES, AGENCIES AND
EDUCATIONAL INSTITUTIONS**

The Library cooperates with other libraries, agencies and institutions in order to meet more fully the needs of the community. Only organizations aligned with the policies, mission, philosophy and priorities of the Library will be considered for cooperative endeavours.

Revised June 26, 2014



Policy 4.2 RECIPROCAL BORROWING

Reciprocal agreements with other libraries are established and maintained in order to augment the services and materials of Surrey Public Library. The Library is a member of [Public Library InterLINK](#) which grants Library privileges to any resident of the participating Lower Mainland communities. The Library also participates in the [BC OneCard](#) Program.

Policy 4.3 INTERLIBRARY LOAN

The Library follows the practices outlined in the [British Columbia Public Libraries Interlibrary Loan Code](#).

Borrowing from other Libraries

Items that are not in the Surrey Public Library collection may be borrowed through interlibrary loan. Items published in the current or previous calendar year may not be requested for interlibrary loan.

Interlibrary loans may be requested by members with a valid Surrey Public Library card in good standing and members may request up to 5 interlibrary loans at one time.

There is no charge for this service unless the lending library charges fees, or if the item is coming from a library outside of Canada. Any fees are confirmed with members before the item is ordered. Loan periods and renewal policies are set by the lending library.

Lending to other Libraries

The Library does not allow interlibrary loan of reference books, microform, DVDs, music CDs, periodicals, newspapers, book club kits, items in high demand, or items published within the current calendar year.

No charges are levied to libraries within Canada.

Renewals may not be permitted if the materials on loan are in demand at Surrey Public Library.

Revised September 26, 2019



Policy 4.4 STUDENT PRACTICUM

The Library cooperates with educational institutions where possible to place students enrolled in library-related courses to complete fieldwork assignments and special projects. Students are supervised by Library staff.

When considering such placements, the efficient and optimum operation of Library services is of prime importance and the Library reserves the right to refuse or discontinue any placement which unduly disrupts operations.

Library employees shall not be displaced by any student practicum and students shall not receive remuneration or be considered employees of the Library.

Revised September 26, 2019

Policy 5.1 COLLECTIONS: STATEMENT OF PRINCIPLES

The success of a democracy is dependent on the full range of human ideas being accessible to all members of the community. Proponents of various points of view must be able to fully explore, express and communicate their points of view. These principles are guaranteed in the [Constitution Act, Part I, Canadian Charter of Rights and Freedoms](#). This charter protects the free expression of ideas and the private reading rights of individuals. The Library also endorses the [Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries](#).

The Library plays a key role in the realization of this democratic ideal by offering access to a marketplace of ideas that is diverse and inclusive. For this reason, the Library collection will be selected and maintained so that it enables members to find the Library materials and information that they want according to their free choice.

The Library welcomes members' opinions on materials and has in place a process for reconsideration of library materials. While people have the right to reject for themselves materials of which they disapprove, they do not have the right to restrict the lawful freedom of others. An item will be reviewed in terms of its compliance with the Library's Criteria for Selection.

Revised September 26, 2019

Policy 5.2 COLLECTIONS: CRITERIA FOR SELECTION

The selection of all materials is guided by the principles defined in the Library's vision, mission and values.

Collections are developed in response to the diverse informational, recreational, cultural and educational needs of the community. Materials are included to meet demand, for their potential to foster or create interests, and to contribute to a balanced collection. Materials support interests of the local community rather than scholarly research and are selected in appropriate formats to enhance accessibility.

Materials are selected that represent varying points of view which are of current interest and future significance. Materials reflect current conditions, trends and controversies so that members of the community may inform themselves and make individual judgments. Particular beliefs, philosophies or viewpoints are not promoted, nor is the selection of any given item equivalent to endorsement of the viewpoint expressed therein.

The Library must balance the demand for availability of popular and recreational material with the responsibility to build appropriately comprehensive collections to meet the many and varied information needs of users.

Selection does not contravene the provisions of the [Criminal Code of Canada](#) with regard to the distribution of illegal material. The Library purchases only materials legally published, produced or sold.

The following criteria are considered for selecting material in all formats. An item need not meet all the criteria in order to be acceptable:

- Authority
- Clarity, quality, accuracy, logic and style of presentation
- Date of publication
- Relevance to expressed and anticipated community needs and interests
- Suitability of subject for intended audience
- Representative of notable trends, genres, cultures or movements
- Relationship to existing collection and other material on the subject
- Budget and space priorities
- Suitability of format for library use
- Attention of critics, reviewers and the public
- Reputation of the publisher or producer
- Availability
- Copyright

Policy 5.3 COLLECTIONS: ACCESS AND MAINTENANCE

Materials are not marked or identified to show approval or disapproval of the contents. Videos rated as Restricted by the Canadian Home Video Rating System are labelled as such, in accordance with the Motion Picture Act of British Columbia. No items are sequestered except to protect them from damage or theft.

Deselection of material is a vital part of building and maintaining a diverse and responsive collection. Material is regularly deselected to keep the collection current, relevant to community needs and in a state of good repair. Deselection is based on the same guiding principles as selection.

Lost or damaged materials are replaced depending on the availability, cost and demand for the item. Materials in poor physical condition are placed in the book sale or recycled.

Revised September 26, 2019

Policy 6.1 COMMUNICATIONS

Surrey Libraries strives to make its communications clear, timely, accurate, accessible and written in plain language. The Library is non-partisan and will not endorse or advocate the viewpoints or beliefs of any one political party, religion, organization, or group through its communications. Nor does the Library take an advocacy role on issues outside of the library world.

The public is increasingly using technology to communicate and expect to interact with organizations the same way. Wherever possible, the Library will use new communications approaches, balanced with using traditional methods, to reach and engage with our community.

Official Spokesperson

The Chair of the Surrey Public Library Board and / or the Chief Librarian will be the spokesperson when statements on behalf of the Library are required.

The Board is the source of information for the media on corporate matters under discussion, such as how the Library is governed, legal and financial decisions regarding service expansion or reduction, policy or personnel. The Chief Librarian, or designate, will respond to requests for information about matters of established Board policy, service or procedure, or administrative and system-wide information about the Library.

These spokespersons may designate other representatives to speak on certain topics as appropriate. Employees will not speak on behalf of Surrey Public Library and/or the Board unless they have been asked to do so by the Chief Librarian.

Social Media

The Library abides by the City of Surrey [Social Media Terms of Use](#). The Library is not responsible for any content that appears on its social media channels unless such content was created and approved by Surrey Public Library.

Communications

Prior to dissemination, media releases and other promotional materials will be approved by the Chief Librarian or designate.

Crisis Communication

The Library will make every effort to provide accurate and timely information in the case of a crisis or emergency affecting the Library. The Library will be open, accountable and accessible to all audiences while being mindful of legal and privacy concerns, and only communicate on known facts and avoid speculating on unknown details. In addition to distributing information, maintaining public confidence and safeguarding the reputation of Surrey Public Library are also goals of crisis communications.

Revised June 23, 2022

Revised October 24, 2019

NOTE: This Policy is subject to any applicable provisions of *the Community Charter*, the *Library Act*, the *Local Government Act*, City of Surrey bylaws, and any other relevant legislation or collective agreement.

Policy 7.1 GIFTS AND FUNDRAISING: GENERAL

The Library is a registered charity under the Canadian Income Tax Act.

<https://www.canada.ca/en/revenue-agency/services/charities-giving/charities-listings.html>

Fundraising activities in the Library are only permitted for raising funds for Surrey Public Library.

Money raised through fundraising is used in accordance with the [Canada Revenue Agency guidelines](#) for registered charities.

Surrey Public Library subscribes to the [Association of Fundraising Professionals' Fundraising Code of Ethics](#) and the *Donor Bill of Rights*.

No Library revenues are donated to charities other than the Surrey Public Library Legacy Fund, held by the [Surrey Cares Community Foundation](#) or to other community foundations for the purpose of establishing new charitable funds in support of the Library.

With the exception of naming rights, the Chief Librarian may delegate authority to the Fund Development staff to evaluate, negotiate, and decline gifts and create and execute gift agreements with prospective donors in keeping with Library policies.

The Chief Librarian will seek guidance from the Board for gifts that fall outside the Library's fundraising policies.

THIRD PARTY FUNDRAISING

Surrey Public Library welcomes third party fundraising involving independent projects undertaken by an individual, volunteer group, or organization for the purpose of raising funds for the Library. All third party fundraisers must comply with the Library's fundraising policies and guidelines for third party fundraising.

Third party fundraisers are solely responsible for the planning, promotion, and all expenses associated with the fundraising initiative undertaken. Third party fundraisers are also requested to notify Surrey Public Library in advance of fundraising efforts.

Revised October 24, 2019

Policy 7.2 GIFT ACCEPTANCE

Surrey Public Library is a registered charity under the Income Tax Act and, as such, it encourages the solicitation and acceptance of charitable gifts that help the Library provide service to the community.

This policy provides clarification of the roles, responsibilities, and expectations of both the Library and its donors to ensure that gifts to the Library are made in accordance with legal and ethical regulations and guidelines. It further provides guidelines for consistent practices and exercise of fiduciary responsibilities to protect the Library from potential liability related to gifts that come with sometimes unforeseen financial consequences.

Definition of Gift

A gift is a voluntary transfer of assets from a person or an organization to Surrey Public Library. The following criteria generally identify a gift:

- A gift is motivated by charitable intent.
- Gifts are not generally subject to an exchange of consideration or other contractual duties between Surrey Public Library and the donor, other than typical donor recognition. Funds received from corporations or foundations are classified as gifts unless the receipt of funds requires recognition above and beyond typical donor recognition or other considerations.
- A gift is not completed until it has been accepted by the Library in accordance with this Policy.

General Policy Statement

The Library informs, serves, guides, or otherwise assists donors who wish to support its activities, but never pressures or unduly persuades a donor to complete a gift. Although the Library recognizes that donors have a legitimate interest in choosing the purpose for which their gifts are used, the Library encourages the education of donors with respect to areas of greatest need.

The Library complies with CRA restrictions and guidelines pertaining to gifts which may restrict the Library's ability to accept or issue tax receipts for certain gifts.

Purposes of Gifts

The Library encourages all gifts to be directed to its programming, facilities, equipment, materials, furniture, operations, and endowments so long as they comply with Canada Revenue Agency regulations. All donations are used to support the Library's purposes, as registered with CRA.

Fund Development staff evaluate, negotiate, and/or decline gifts, and create and execute gift agreements with prospective donors in keeping with Library policies. The Chief Librarian may seek guidance from the Board for gifts that fall outside the Library's policies.

Any conditions attached to donations to the Library are subject to established policy and procedures or are approved by the Chief Librarian on a case-by-case basis. Some conditions requested by donors may make a donation ineligible for tax receipting according to [Canada Revenue Agency guidelines](#).

Gifts-in-Kind

Gift-in-kind donations made for the express purpose of adding to the Library's collections may be accepted if they are appropriate for the Library's collections or can be used for public display.

All gifts of personal and/or real property not slated for the Library's use are sold unless there's a prior agreement with the donor.

Donors are required to pay all costs associated with making a gift to the Library, including but not limited to expenses related to appraisal fees, legal, accounting, transaction, and bank charges.

Extraordinary expenses incurred by the Library in accepting a gift, including legal fees, maintenance, administration, and disposition fees, are negotiated with donors at the time of acceptance.

Use of Legal Counsel

Use of legal counsel by both the donor and Surrey Public Library is advantageous to all parties. The Library's Fund Development staff cannot serve as the donor's advisor as they face a conflict of interest with the Library being the beneficiary of the donor's gift. Therefore, potential donors should be advised to consult independent tax and/or legal counsel before making gifts that require execution of an agreement between the Library and the donor.

Furthermore, Surrey Public Library encourages donors to seek independent advice if the proposed gift is a Planned Gift and/or if there's any reason to believe that the proposed gift may significantly affect the donor's financial position, taxable income, or their relationship with family members.

Restricted Gifts

All restricted or designated donations are used for the purposes for which they were given unless the Library has obtained appropriate authorization to use them for other purposes.

Alternative uses will be discussed with the donor or the donor's legal designate, where possible. If the donor is deceased or legally incompetent and the Library is unable to contact a legal designate, the donation will be used in a manner that is as consistent as possible with the donor's original intent. If necessary, the Library will apply to the courts or the appropriate regulatory body to obtain legal authorization to use the donation for other purposes.

The Library reserves the right to decline a gift if the restrictions of the gift will result in excessive capital or operating costs for the Library. In such cases, donors will be encouraged to consider alternate options. A timeframe for the use of the restricted gift may be negotiated with the donor and outlined in a memorandum of understanding.

Irrevocable Gifts

Gifts of stock, bonds, property, or other capital assets which are irrevocably given are recognized for the value of the gift on the day that the gift is legal property of Surrey Public Library.

Bequests

Donors can designate a specific amount, a percentage, or the remainder of their estate to the Library. Donors are encouraged to notify the Library when considering a bequest to ensure that the assets left to the Library meet the criteria set in this Policy.

Gifts-in-Kind

Furniture, artwork, jewelry, equipment, computer hardware and software, and librarianship-related artifacts are examples that may be considered for acceptance by the Library. These gifts are considered on a case-by-case basis, and appraisals are the responsibility of the donor. The Library uses the following criteria to determine whether a gift-in-kind can be considered for gift acceptance:

- a. whether the property has deemed value and can be sold to raise funds to further the Library's work;
- b. whether the property furthers the mission or enhances the history of the Library, or enhances the history of libraries, or the profession of librarianship;
- c. whether the donor has requested any restrictions on the use or display of the property; and
- d. whether the donor is willing and able to finance the packing, shipping, and in-transit security, insurance (until safe delivery of items to Surrey Public Library and transfer of ownership is complete) and other associated costs in transferring the gift to the Library.

Revised January 27, 2022

Policy 7.3 DONOR RECOGNITION

Surrey Public Library engages in donor recognition practices that are timely, donor-centric, fair, and objective.

The Library realizes that all donors, whether individual, corporate, or organization, are the crucial element in its giving program and acknowledges that importance through this policy.

Application

Surrey Public Library thanks all donors to show gratitude for their gifts and to build healthy long-term relationships with its donors. Recognition is timely, meaningful to the donor, appropriate, and equitable.

Donor recognition may be formal and/or informal, private and/or public expressions of appreciation. In all cases, the wishes of the donor are taken into consideration if they request not be recognized for their gift, either publicly or privately. Donors reserve the right to anonymity.

Recognition is given to all individuals, corporations, service clubs, community organizations, and foundations that make donations to the Library. Specialized recognition is also provided for sponsorships, fundraising events, campaigns, or grants as agreed upon or specified by the funder.

Donor recognition conforms to guidelines for charities as set out by the Canada Revenue Agency.

Unless otherwise mutually agreed to in advance, donors who make pledges qualify for recognition in the form of an announcement of their gift at the time the pledge details are confirmed, with final recognition of their gift provided once the entire pledge commitment has been completed.

Gift-in-kind donations receive recognition based on the established [fair market value](#) of the gift and are recognized according to the same guidelines used for cash gifts.

Revised January 27, 2022

A sponsorship is a mutually beneficial business arrangement between Surrey Public Library and a third party in which the third party contributes funds, goods, or services to the Library in return for recognition, acknowledgement, or other considerations.

This policy does not apply to philanthropic contributions, gifts, grants, or donations in which property is voluntarily transferred by a donor to the Library without expectation of return.

Scope of Sponsorships

- All potential sponsorships of Library facilities, events, programs, capital, and collections are subject to this policy.
- Sponsorships may be negotiated for any specified, time-limited duration. Relationships that are anticipated to exceed five years require a review at least every five years. Event sponsorship may be for one event or a related series of events.
- Sponsorship arrangements that pre-date this policy are not subject to it.
- Naming opportunities are subject to this policy.
- Any sponsorship which varies from the requirements of this policy requires approval by the Library Board.

Criteria for Sponsorships

- The Library considers all sponsorship proposals but has no obligation to accept any proposal. The Library reserves the right to refuse any proposal submitted by third parties whose activities are perceived to be incompatible with the Library's vision, mission, values, or objectives.
- Sponsorships must not confer a personal benefit, directly or indirectly, to any Library or City of Surrey employee or official.
- Sponsorships must not create an ongoing financial or other obligations for the Library beyond the term of the agreement.
- Sponsorships must not encroach on the Library's commitment to intellectual freedom.
- Sponsorships must not interfere with the Library's existing contractual obligations, have any undue impact on the policies, objectives, or practices of the Library, nor have any influence on the information or services provided by the Library.
- The sponsorship must not unduly detract from the character, integrity, aesthetic quality, or safety of Library property or unreasonably interfere with its enjoyment or use by the public.
- The sponsorship must not result in, or be perceived to result in any competitive advantage, benefit, or preferential treatment for the sponsor outside of the scope of sponsorship.
- The sponsorship must not give unfair advantage to, or cause discrimination against, individuals and/or sectors of the community.

- Sponsorships shall conform to all applicable federal and provincial statutes, and to all applicable City of Surrey bylaws, policies, guidelines, and practices.

Eligibility & Restrictions of Sponsorships

- The Library shall decline sponsorship proposals from parties that are disqualified from doing business with the City of Surrey, as defined by the City from time to time.
- Sponsors will not have access to any personal information held by the Library.
- No form of indemnification will be provided to any sponsor.
- The Library shall not endorse any sponsors' product(s) and sponsors are prohibited from implying that their products, services, or ideas are endorsed by the Library.
- Sponsors are prohibited from direct marketing of products and services, except where relevant educational material is promoted in conjunction with Library programs.
- There shall be no actual or implied obligation for the Library to purchase the products or services of the sponsor.
- Sponsors' names and/or logos may not have prominence over the Surrey Public Library name and/or logo. The Library reserves the right to determine the placement of such names and logos on materials.
- The Library reserves the right to immediately cancel any existing sponsorship if:
 - the sponsor fails to meet any of the conditions outlined in this policy;
 - the sponsor fails to meet the terms outlined in the sponsorship agreement;
 - there is a change in ownership or name, or both, of a sponsor during the term of the sponsorship, and the new organization fails to meet any of the conditions outlined in policy or the sponsorship agreement;
 - the sponsor is found to have misled the Library after entering into an agreement;
 - the sponsor develops a public image incompatible to the Library's service and values.

Acceptable sponsors

When reviewing any sponsorship proposal, the Library will consider any potential impacts to its reputation first and foremost, taking care to select partners that enhance the Library's image. Only reputable individuals and organizations whose image, product, or services that do not conflict with the Library's mission or values may be considered as sponsors. Additionally, any sponsorship accepted by the Library should advance the Library's strategies and objectives.

Unacceptable Sponsors

To ensure that the Library is perceived as an organization welcoming to everyone, the Library will not enter into sponsorship discussions with organizations that have a primary focus on:

- Party politics
 - Religious activities
 - Activities or positions that are known to be divisive in the community
 - Any organization that may damage the Library's image or reputation
-

Decision Process

Authority to approve sponsorship agreements valued at \$300,000 or less rests with the Chief Librarian or designate. Sponsorship agreements above this value are presented to the Board for review.

Confidentiality

All details of sponsorship negotiations, including rejections, are kept confidential and details of such negotiations shall be known only to the potential sponsor, Library staff, and Board involved.

Benefits and Recognition

The benefits and recognition given to any sponsor shall be negotiated and set out in writing. Recognition for sponsors can be given in a variety of ways, including but not limited to: on the Library's website, in patron communications and literature, social media, room or collection naming, event programs and signage.

Sponsors must request permission to use Library logo and/or name unless already allowed in the sponsorship agreement.

The Library may provide exclusivity for sponsors of specific events only.

Revised February 24, 2022



Policy 7.5 NAMING OPPORTUNITIES

A naming opportunity must be consistent with Surrey Public Library's mission, vision, and values and with the City of Surrey's policies regarding the naming of city owned facilities.

New library branches are usually named according to the geographic location of the branch. If a library facility is relocated, the facility may be renamed to reflect the new location. Naming a library for a person or entity is unusual, but may be considered at the discretion of the Board to recognize the rare, unique, and substantial contributions of an individual or organization to the Library.

Naming opportunities within the Library (e.g., designation of rooms, special furniture, equipment, or discrete areas within the Library) may be considered within the parameters set in the sponsorship policy.

Donor's names will not have prominence over the Surrey Public Library name and/or logo.

To maintain the value of naming rights, the Library recognizes the extraordinary contributions of volunteers or staff in unique recognition programs that do not involve the naming of buildings, their elements, or other tangible assets.

Revised October 24, 2019