

Northwest Library Federation

HAZELTON · HOUSTON · KITIMAT · PRINCE RUPERT · SMITHERS · STEWART · TERRACE · CMTN

POLICY MANUAL

The Northwest Library Federation (NWLF) is a partnership between the public libraries of Hazelton, Houston, Kitimat, Prince Rupert, Smithers, Stewart and Terrace, as well as the campus libraries of Coast Mountain College. Libraries in the Federation are legally independent of each other, but work together to achieve regional goals better realized collectively than independently.

The purpose of the NWLF is to facilitate the cooperation needed to deliver better and more equitable service to member communities. One example of this mission has been the extension of borrowing privileges for patrons at each of the NWLF libraries, along with the ability to return borrowed materials at any of the NWLF libraries.

The policies in this document govern the operation of the NWLF. These policies have been agreed upon and approved by the Directors of the NWLF Board. However, each Library Director may, at their discretion, allow privileges to be extended where not endorsed by policy.

Detailed contact information for each member library can be found in section 1.5.

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1. LIBRARY MEMBERSHIP

1.1 Members

NWLF members are the public libraries in the communities of Hazelton, Houston, Kitimat, Prince Rupert, Smithers, Stewart and Terrace. The Northwest Community College is an associate member.

The NWLF Board is comprised of a voting representative from each library. As an associate member, Coast Mountain College does not have a vote; however, the College Library Coordinator along with the Public Library Directors acts in an advisory capacity to the NWLF Board.

NWLF membership cards are issued at a patron's library of residence and are subject to the membership guidelines of that library. Once patrons have been issued a card from their library of residence they are entitled to full borrowing privileges at each of the Federation libraries as long as they are members in good standing. Outstanding unpaid fines and lost/overdue material may result in suspension of privileges. (Ref. sections 2.5 & 2.6)

Patrons residing in regional districts that do not support libraries may be charged a non-resident fee. (Ref. section 1.4)

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1.2 Membership Cards

Only one card per individual will be issued. For residents of the NWLF region, the NWLF card or a valid membership card from an NWLF library is valid to borrow materials at any library within the Federation.

NWLF libraries have adult and juvenile memberships. Refer to section 2.2, Loan Limits and Adult Memberships, for information about each library's membership policies.

Patrons from outside of the NWLF region will use the library card from their home library if their home library is on the Evergreen Integrated Library System (ILS).

Patrons outside of the NWLF region and not on the Evergreen ILS may use their BC OneCard or be issued a BC OneCard if they do not already have one.

Coast Mountain College students can use their CMTN student identification card or an NWLF library card for borrowing within NWLF libraries. If they are from an Evergreen library outside the Federation, their home library card can be used. If they are not from an Evergreen library and do not reside within the NWLF region, they should use their student identification card.

A lost membership card can only be replaced at the patron's home library. The cost to replace a card is determined by policy from the issuing library.

Cardholders are responsible for the safe return of all materials borrowed and all charges incurred on their card. Any Federation library can refuse to loan materials to members who have outstanding fines and/or lost or damaged materials on their card. (Ref. sections 2.5 & 2.6)

Borrowing limits, fine rates and fine limits are set by each Federation library. Materials borrowed are subject to the rates and limits of the lending library. (Ref. section 2.2)

Membership cards are not transferable.

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1.3 Changing Membership within the NWLF

Patrons may only have one membership card. When a patron's place of residence changes and they are in a new library jurisdiction, they must change their membership to the library in their new location.

To obtain membership at their new library of residence, patrons should bring the membership card from their previous library along with the identification required by the policy of the lending library.

The membership card from their previous library will be relinquished to the new library and a new membership card will be issued. The new library will contact the previous library and request that the old account be deactivated in order to avoid patron duplication.

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1.4 Non-Resident Fees

Core funding for municipal and public libraries throughout British Columbia is provided through operating grants from municipalities and some regional districts. The amount of funding a library receives is dependent on household tax contributions. This allows most library memberships to be free to residents.

However, some regional districts do not contribute tax dollars to support the library in their region. People living outside a municipality and in a regional district that does not support the public library may be subject to a non-resident fee.

Information about membership fees can be obtained by contacting your local library (Ref. section 1.5)

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1.5 NWLF Contact Information

Public Libraries

Hazelton District Public Library

4255 Government Street, Box 323
Hazelton, B.C., V0J 1Y0
Library Director: Tara Williston
Phone: 250-842-5961
hdpldirector@citywest.ca
hazelton.bc.libraries.coop

Houston Public Library

P.O. Box 840
Houston, B.C., V0J 1Z0
Library Director: Sara Lewis
Phone: 250-845-2256
admin@houstonlibrary.ca
houston.bc.libraries.coop

Kitimat Public Library

940 Wakashan Avenue
Kitimat, B.C., V8C 2G3
Library Director: Virginia Charron
Phone: 250-632-8985
ask@kitimatlibrary.ca
kitimatlibrary.ca

Prince Rupert Public Library

101 6th Ave West
Prince Rupert, B.C., V8J 1Y9
Chief Librarian: Joe Zelwietro
Phone: 250-627-1345
info@princerupertlibrary.ca
princerupertlibrary.ca

Smithers Public Library

3817 Alfred Ave. Box 55
Smithers, B.C., V0J 2N0
Phone: 250-847-3043
Library Director: Wendy Wright
contact@smitherslibrary.ca
smithers.bc.libraries.coop

Stewart Public Library

P.O. Box 546
Stewart, B.C., V0T 1W0
Library Director: Rebecca Mitchell
Phone: 778-819-6593
stewartpubliclibrary@gmail.com
stewart.bc.libraries.coop

Terrace Public Library

4610 Park Avenue
Terrace, B.C., V8G 4A2
Phone: 250-638-8177
Library Director: David Tremblay
dtremblay@terrancelibrary.ca
terrancelibrary.ca

Coast Mountain College Campus Libraries

coastmountaincollege.ca

Hazelton Campus

4815 Swannell Drive
Hazelton, BC, V0Y1Y0
Phone: 250-842-5291

Prince Rupert Campus

353 5th Street
Prince Rupert, BC, V8J 3L6
Phone: 250-624-6054

Smithers Campus

PO Box 3606
3966 2nd Avenue
Smithers, BC, V0J 2N0
Phone: 250-847-4461

Terrace

5331 McConnell Avenue
Terrace, BC, V8G 4X2
Phone: 250-635-6511

NWLF Director

Melissa Sawatsky
Box 4722
Smithers, BC V0J 2N0
Phone: 1-778-883-3445
director@nwlf.ca
nwlf.ca

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2. CIRCULATION

2.1 Circulation of Materials

Loan periods and loan limits for items borrowed are subject to policies set by the library from which the materials have been borrowed. (Ref. section 2.2)

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2.2 Loan Limits

	Hazelton	Houston	Kitimat	Prince Rupert	Smithers	Stewart	Terrace	CMTN
Books	21 days	21 days	21 days	21 days	21 days	21 days	28 days	*note
Holiday Books	21 days	21 days	21 days	21 days	21 days	7 days	14 days	
New Books	21 days	21 days	n/a	n/a	n/a	14 days	14 days	
Magazines	21 days	n/a	n/a	21 days	21 days	n/a	28 days	
DVDs	7 days	21 days	7 days	7 days	21 days	7 days	3 days/ 7 days	
Videos	7 days	n/a	n/a	7 days	n/a	7 days	n/a	
CD / Music	21 days	n/a	n/a	21 days	21 days	n/a	14 days	
CD ROMs	n/a	n/a	n/a	n/a	21 days	n/a	n/a	
Audiobooks	21 days	21 days	21 days	21 days	21 days	21 days	14 days	
Age of Adult Memberships	18	14	16	Grade 8	13	15	15	

*Note: Coast Mountain College loan periods vary depending on the type and status of the material. Check the specific campus library websites at coastmountaincollege.ca. See section 1.5 for campus contact information.

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2.3 Interlibrary Loans

Requests for interlibrary loans should be made at a patron's home library and will be subject to the policies of that library.

If a patron loses or damages a book, the owning library bills the borrowing library. The borrowing library's policies for lost or damaged books are then applied to the patron.

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2.4 Renewals

Library materials can be renewed if there are no holds or reserves on them by another patron. The number of times materials can be renewed and the types of materials that can be renewed are at the discretion of the library from which the material was borrowed.

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2.5 Lost or Damaged Materials

Charges for lost or damaged materials should be paid at the patron's home library.

If the patron has moved, the new home library will contact the former library about how to proceed with paying any outstanding fees for lost or damaged materials. The library where the material originated must always be notified in order to update the item status and reconcile the former patron's account.

For lost or damaged ILC or ILL items, refer to Section 2.3.

For lost or damaged BC OneCard items, the individual patron is responsible for any charges owed to the library where the material originated, as per the BC OneCard Policy.

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2.6 Collection of Fines

The collection of fines will be guided by the circulation policies of the library from which the patron is borrowing materials. When borrowing from their home library, local policy will prevail.

Collecting libraries shall retain fines on the lending library's behalf. If outstanding fines are not collected on behalf of another library, they should remain on the patron's account for the home library to resolve.

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3. TRAVEL

3.1 Travel Policy

The NWLF will compensate travel and accommodation to the biennial NWLF Fall Conference for a Library Director, two trustees from each library board, and staff from each NWLF library. The NWLF will also compensate approved travel for librarians, staff and trustees to authorized meetings and conferences other than the fall conference.

Private vehicle allowance is equivalent to the current provincial rate per km set by the Ministry of Finance (Province of BC). Please note, all libraries will arrange for the most economical means of transportation. Mileage will be calculated using the distances set out in the chart below.

Receipts are necessary for everything *except mileage*.

Meal allowances are provided for breakfast, lunch and dinner at rates equivalent to the current provincial meal/per diem allowances. A meal allowance will not be paid out when a meal is provided.

Library	Hazelton	Houston	Kitimat	Prince Rupert	Smithers	Stewart	Terrace
Hazelton	xxxxx	270	412	578	150	508	280
Houston	270	xxxxx	670	834	130	792	536
Kitimat	412	670	xxxxx	410	536	748	146
Prince Rupert	578	834	410	xxxxx	706	926	294
Smithers	150	130	536	706	xxxxx	664	410
Stewart	508	792	748	926	664	xxxxx	632
Terrace	280	536	146	294	410	632	xxxxx

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4. RESERVE FUNDS

4.1 Emergency Reserve Fund Policy

Due to the unpredictable nature of the Federation's revenue stream, the NWLF will maintain an Emergency Reserve Fund in the event of a delay of receipt or discontinuation of the annual operating grant. In either of these eventualities, the Fund will be used to meet obligations to our member libraries, fulfill program and project grant commitments, and ensure an orderly shutdown of the Federation if required. The Emergency Reserve Fund will be held in a cashable term deposit in an amount sufficient to operate the Federation for six months. The Board will direct the Federation Director to use Emergency Reserves if needed and confirm that the use is consistent with the purpose of the reserves.

The Federation Director is responsible for ensuring that the Emergency Reserve funds are maintained and used only as described in this policy. This policy will be reviewed annually by the Federation Director and the Treasurer, who will recommend any changes to the Board of Directors.

Policy approved: May 9, 2009

Policy reviewed: April 12, 2019

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4.2 Excess Reserve Fund Policy

Excess reserves will be used to fund projects or programs that further the Federation's strategic priorities.

Excess reserves will be held in a high-interest savings account. Annual use of the Fund will be determined by the Federation Director after consultation with the Library Directors and review by the Board.

The Federation Director is responsible for ensuring that the Excess Reserve Funds are maintained and used only as described in this policy. This policy will be reviewed annually by the Federation Director and the LDAG, who will recommend any changes to the Board of Directors.

Policy approved: June 17, 2015

Policy reviewed: April 12, 2019

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4.3 Credit Card Policy

A credit card provides the Northwest Library Federation Director with the ability to effectively and efficiently make purchases within the guidelines of the Board of Directors' approved budget. Credit cards will be issued under the following guidelines:

1. A credit card for Federation use will only be issued with the approval of the Board of Directors.
2. A credit card may be issued in the name of the Federation Director. The Federation Director is the sole authorized user of that card on behalf of the Federation.
3. The card will have a credit limit of \$2000.
4. The card may be used only for the purchase of goods or services for official business of the NWLF.
5. The Federation Director is responsible for the protection and custody of the card and shall immediately notify the credit card company and Board Chair if it is lost or stolen.
6. The Federation Director must immediately surrender the card to the current Board Chair or Vice Chair when affiliation with the NWLF has ended.
7. Credit card statements will be reconciled on a monthly basis by the Federation Director and provided to the Board Treasurer for approval before payment.

Policy approved: May 6, 2020

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5. FEDERATION TOURS

5.1 Tour Guidelines

The Northwest Library Federation may offer full or partial funding to authors and performers for artist fees and travel costs related to public performances in our libraries. The objective of the program is to increase community engagement with the library, particularly among underserved populations.

Policy approved: November 25, 2015

Policy revised: April 12, 2019

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5.2 Eligibility

Activities eligible for funding include public author readings and performances within the Northwest Library Federation only. Authors or performers cannot request funds for the same costs that are funded through any other program.

Eligible costs include:

- Negotiated artist fees
- One night hotel per library with receipt
- Meal allowances equivalent to current provincial rates with receipts
- Mileage equivalent to current provincial rate per km based on the chart below

Library	Hazelton	Houston	Kitimat	Prince Rupert	Smithers	Stewart	Terrace
Hazelton	xxxx	135	206	289	75	254	140
Houston	135	xxxx	335	417	65	396	268
Kitimat	206	335	xxxx	205	268	374	73
Prince Rupert	289	417	205	xxxx	353	463	147
Smithers	75	65	268	353	xxxx	332	205
Stewart	254	396	374	463	332	xxxx	316
Terrace	140	268	73	147	205	316	xxxx

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5. RECORDS MANAGEMENT

6.1 RECORDS MANAGEMENT POLICY

The purpose of this records management policy is to ensure that full and accurate records of all activities and decisions of the Federation are created, managed and retained or disposed of appropriately, and in accordance with the operational needs of the Federation and relevant legislation. This policy pertains to all records of the Federation, physical and electronic.

1. The storage of files held by the Federation is to be kept to the legal minimum consistent with the efficient operation of the organization and the preservation of a meaningful historical record. The Federation Board and/or the Federation Director have the discretion to retain records longer than the period provided for in the retention schedule provided they have historical or current value.
2. The Federation Board shall keep orderly and timely record of its business so that its records are compliant with federal rules and regulations.
3. The Federation Director has overall responsibility for oversight of the records management program and records destruction.
4. Records may be kept in hard copy or electronic format. Electronic documents will be backed up at minimum monthly to an external drive or a secure cloud-based account.
5. The Federation may collect personal information for the purposes of program and service provision, evaluation, newsletter distribution (opt in only) etc. The Federation will use reasonable security measures to safeguard this information.
6. Retention and disposal of personal information is in accordance with BC's Freedom of Information and Protection of Privacy Act. The Federation will not retain any personal information longer than necessary for current service provision, unless required by law.
7. Records with personal information that have been slated for disposal following the guidelines set out in the retention schedule shall be shredded by the Federation Director. All other records slated for disposal shall be recycled.
8. Those records which are deemed essential to the survival of the Federation (vital records) have been identified for protection from destruction in the event of a disaster. Vital records are identified in the retention schedule (V).
9. Vital records will be kept in a persistent electronic format (e.g. pdf) and held in duplicate by the Board Chair. Updated vital records will be provided to the Board Chair once per year, following the AGM.

Policy approved: May 6, 2020

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6.2 RECORDS RETENTION SCHEDULE

One Year:	Budget Working Sheets Grant Applications (Not Approved) Workplans
Three Years:	Applications and Staffing-Related Board Agenda Packages Correspondence, General Federation Managers' Meeting Minutes Insurance Policies (After Replacement or Cancellation) LDAG Agenda Packages Personnel Files (After Employee Leaves)
Seven Years:	Committee Minutes (After Disbanded or Issue is Resolved) Contracts (After Expiration) Financial Records (V), including but not limited to: Bank Statements and Reconciliations Budgets (Final) Cheque Stubs Invoices and Receipts Monthly Reports Payroll SOFI (Submitted copy) Subsidy Calculations Vendor and Supporter Lists Grant Applications and Reports (Approved Grants) LDAG Minutes Statistics and Surveys (Programs, Consortial Purchasing, Strategic Plans, Conferences etc.)
Forever:	Board Minutes (V) Historical Records Annual Reports Establishment Documents (V) Record of Programs Supported by the NWLF by Year Strategic Plans Provincial Library Grant Reports (V)

In addition, it is the responsibility of the Federation Director to keep those records which will contribute to the continuous smooth operation of the Federation as well as a robust historical record of the activities of the Federation.

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Current versions of federation policies, contracts, insurance policies, strategic plans, and personnel files are considered to be vital documents.

Any records not listed above will follow the policies as laid out by the Province of British Columbia and accessible at <https://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/records-management/information-schedules/arcs>.

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