

# STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 3

Subject: **COLLECTION DEVELOPMENT** | Sec 4, 1A

Reviewed: 2019/01/10 | Revised: 2019/03/02 | **Effective: 2017/05/17**

## SECTION 4 – 1.A

### COLLECTION DEVELOPMENT

1. A service point is any facility where the library provides service to the public. This could be a library building, a bookmobile, a station that is set up weekly in a community center, or any number of other points. (This is specifically a branch of NLLS)
2. The mission of NLLS Community Library is to provide materials and services to help community residents obtain information meeting their personal, educational, and professional needs. The library services as a learning and educational center for residents of Indigenous communities within the NLLS catchment area.

### Authority and Responsibility

1. The authority and responsibility for the selection of library materials are delegated to the branch manager (this would be the NLLS Public Services Consultant) and, under their direction, to the library staff who are qualified for this activity. Suggestions from readers are also welcome and are given consideration within the framework of policies determined by the NLLS Board.

### Criteria for Selection

1. Materials are selected for the NLLS Collections with the purpose of carrying out the goals of the organization and of the community library. The following criteria are used to judge the quality and quantity of items chosen:
  - Authority of the writer, editor and/or publisher
  - Accuracy or artistic quality of the content
  - Currency of information
  - Popularity
  - Artistic, literary, creative, or local merit
  - Audience
  - Timeliness
  - Content, subject matter, and level of indexing (where applicable)
  - Layout and design
  - Price
  - Format
  - Relevance to community needs and interests, as based on community awareness and the library's Plan of Service.
  - Relationship to other items in the collection
  - Availability in NLLS member library collections and TRAC partner collections
2. An item need not meet all of the above criteria to be acceptable. Multiple copies may be purchased to meet the need for high-demand titles.

### Materials will be weeded based on the following:

- a physical condition and appearance (e.g. markings in the book, broken spine, yellow pages, outdated cover art)
- currency and accuracy of subject matter
- usage (i.e. not checked out in 3 years)
- relevance to the needs and interests of the community
- availability elsewhere (e.g. other libraries, online licensed databases)

1. When necessary NLLS Public Service Consultants may be consulted to determine the continued relevance and reliability of materials.
2. Materials of local interest (i.e. local histories, local authors, and other materials specifically relating to the Board of Record library) will generally be kept in the collection as long as possible, so long as the materials are still in good physical condition and the information in them is still accurate.
3. Replacement copies will be considered when a title is withdrawn from the collection due to loss, damage, or wear, but is still considered relevant to the needs of the community.
4. Weeded materials will be disposed of at the discretion of the Library Manager, generally by donation to another library or organization (e.g. schools, seniors' centers), sale to the public, or recycling.
5. Dangerously outdated materials (i.e. medical or legal materials more than five (5) years old) will not be sold to the public or donated and will instead be recycled or destroyed. Following outdated medical or legal information in a used book could cause physical harm or legal problems for members of the public.

### **Materials Not Purchased**

1. The Northern Lights Library System does not purchase or acquire the following:
  - materials adjudged obscene or pornographic by Canadian courts;
  - discontinued formats (slides, VHS, cassettes, etc.);

### **Intellectual Freedom**

1. In both selection and de-selection, Northern Lights Library System professional employee(s) will uphold those principles established in the Canadian Library Association's Statement on Intellectual Freedom. While recognizing that some materials are controversial and may offend some patrons, the Library supports the freedom of individuals to develop and interpret their own codes of conduct. Parents or legal guardians are responsible for their children's library borrowing and interlibrary loan requests, therefore, no items will be excluded from the collection only because they maybe seen or borrowed by children.
2. The presence of any library item does not indicate an endorsement of its contents by the library. Materials are selected on the basis of the contents as a whole, and for their strengths rather than rejected for their weaknesses. Selection also depends on an evaluation of literary merit, honesty of presentation, overall value to the community, and other criteria as described in these guidelines.

### **Request for Reconsideration of NLLS Library Materials**

1. The Northern Lights Library System Board upholds the principles established in the Canadian Library Association's Statement on Intellectual Freedom.
2. Patrons or library staff of Northern Lights Library System member libraries may formally request that a particular item be placed in a different collection or withdrawn from the circulating collection.
3. The requestor must complete a NLLS Request for Reconsideration of Library Materials form. The item in question should be returned with the completed form to the library service point to be forwarded to Northern Lights Library System. If the requestor is asking that the item be withdrawn from the collection, a reconsideration committee, consisting of the NLLS Executive Director and one (1) Manager, will be struck to examine the item to determine whether the item conforms to the NLLS Collection Development Guidelines.
4. The decision of the reconsideration committee is final.
5. If the requestor is asking that the item be placed in a different collection, or any other action other than withdrawal, NLLS management will examine the item to determine whether the material conforms to the NLLS Collection Development Guidelines.
6. The decision regarding the disposition of the item in question will be communicated in writing to the requestor after the decision is made.
7. School-housed libraries (NLLS service point) to follow school policy for emergency and OH&S procedures as required by the service user agreement.  
Edmonton Garrison is a service point within NLLS with a separate agreement.

March 2, 2019

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Date of Approval

## Northern Lights Library System

### Request for Reconsideration of Library Material Item Information

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Type of Material: \_\_\_\_\_

### Requestor Information (please print)

Name: \_\_\_\_\_

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

Town/City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### Requestor represents:

Self \_\_\_\_\_ Organization \_\_\_\_\_ (please specify)

### Request for Reconsideration Information

Have you read/viewed/listened to the entire item? Yes \_\_\_\_\_ No \_\_\_\_\_

If not, which part(s) have you read/viewed/listened to?

\_\_\_\_\_

Please state your specific objections to this item (please be specific: cite pages or sections, etc.)

\_\_\_\_\_

\_\_\_\_\_

Please state the action you wish taken on this item:

\_\_\_\_\_

Other comments:

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form, along with the item in question to your library service point. They will forward your request and the item to Northern Lights Library System Headquarters. You will be notified in writing about the decision regarding this item.

## STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 1

Subject: **LOAN OF RESOURCES POLICY** | Sec 4, 1B

Reviewed: 2023-04-03 | Revised: 2018-09-08 | **Effective: 2023-05-26**

### SECTION 4 – 1.B

#### LOAN of RESOURCES POLICY

The intent of this policy is to make the widest possible selection of library items available to all patrons of the Northern Lights Library System (NLLS) Community Library, and to ensure that library items are returned in good condition and in a timely manner.

1. All guidelines, regulations and other obligations of participation relating to inter-library loans (ILLs) through other organizations, including The Regional Automation Consortium (TRAC), The Alberta Library (TAL), and the ME Libraries Program, will be respected by the NLLS Community Library and its staff. NLLS Community Library policy applies only to items owned by NLLS.
2. Materials must be checked out in the Integrated Library System (ILS) software before leaving library premises.
3. Library cards are issued to individuals living within member municipalities of Northern Lights Library System. Valid government issued ID and proof of address must be presented to obtain a library card.
4. A cardholder must present his or her library card (physical or electronic) to borrow materials. Cardholders must give prior written approval for anyone else to pick up materials on their behalf.
5. All hard copy materials may be borrowed for a standard period of three (3) weeks.
6. Digital resources not provided by the library system may be borrowed for a period as stipulated by the content provider.
7. Items in the Reference collection or items deemed by the Library Manager to be irreplaceable may be designated non-circulating.
8. A maximum of two (2) renewals per item are permitted.
  - a) An item may not be renewed if another cardholder in the library system has placed a hold on that item.
  - b) Renewals may not be possible for ILL items;
  - c) Extended due dates may be granted upon checkout at the discretion of the Library Manager or designate in the event of holiday travel, anticipated hospitalization or recuperation, or other absences.
  - d) Further renewals may be granted at the discretion of the Library Manager or designate in the event of exceptional circumstances.
9. Renewals may be made in person, over the phone, or via the Library's online catalogue.
10. It is the responsibility of cardholders to ensure items are returned on time.
11. Cardholders are encouraged to inform the library immediately about lost or damaged items.
  - a) The library manager determines the type and amount of damage required to discard and replace an item.
  - b) If a replacement is required, the cardholder may be charged the purchase price of the book as listed in the library's (ILS).
  - c) Replacement charges may be waived at the library manager's discretion (for instance, if an exact replacement copy in new or pristine condition is provided by the cardholder).
  - d) If an item is found by a cardholder after the replacement costs have been paid, that item becomes the property of the cardholder and cannot be returned to the library for reimbursement.
12. A cardholder's borrowing privileges will be suspended when their total fines are equal to or greater than ten (\$10.00) dollars.

## STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 1

Subject: **CONFIDENTIALITY of USER RECORDS** | Sec 4, 1C

Reviewed: 2023/09/01 | Revised: 2023/11/24 | **Effective: 2017/05/13**

## SECTION 4 – 1.C

### CONFIDENTIALITY of USER RECORDS

Northern Lights Library System (NLLS), its Board, and its employee(s) are subject to the Libraries Act and the Freedom of Information and Protection of Privacy Act (FOIP).

1. No records are kept of the frequency or purpose of visits to the library by specific patrons.
2. Individual patron's reading history may only be kept if they have opted into the feature in the online library system or provided the library written consent.
3. No patron information, including their presence in the library, will be given to a third party.
4. Employee(s) and volunteers are to keep individual patron's reading and viewing habits confidential.
5. Upon request, a library patron will be given access to all information concerning their records.
6. Library employee(s), board members, and volunteers will not disclose a patron's personal information (including reading history) to a third party without the individual's consent, except:
  - a) in response to a subpoena, or court order from a law enforcement agency to assist in an investigation.
  - b) where necessary to facilitate library resource-sharing agreements and programs (e.g. interlibrary loan agreements, TAL Card, ME Libraries), collecting fees or fines, and retrieving borrowed materials.
  - c) for the purposes of contacting next of kin and/or emergency response personnel in the case of an emergency.
  - d) where the user has contacted the library and provided written permission for someone else to access their records.
  - e) where a parent or guardian's consent is required for a cardholder to obtain a library card, that parent or guardian may have full access to the cardholder's records.
  - f) Patrons registering for library services must acknowledge by physical signature or digital consent that their contact information may be available to other organizations for these purposes.

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NLLS Executive Board Chair

November 24, 2023

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Date of Approval

## STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 2

Subject: **SOCIAL MEDIA-EXTERNAL** | Sec 4, 1D

Reviewed: 2020/05/29 | Revised: 2020/08/21 | **Effective: 2020/08/21**

## SECTION 4 – 1.D

### SOCIAL MEDIA – EXTERNAL

#### Policy Purpose and Statement

1. The use of social media and other information technology is a valuable tool by which information may be distributed to and collected by the Northern Lights Library System's (NLLS') patrons and the public at large.
2. The purpose of this Policy is to define healthy boundaries, expectations, and requirements regarding the use of, and engagement with, NLLS' social media.

#### Definitions

1. "Social media" is broadly defined to include websites, social media sites (including but not limited to online communications, blogs, mobile applications, Facebook, Instagram, Snapchat, Twitter, and similar), emails, texts and other information technology. Social media is constantly evolving, and therefore the definition of this term should be interpreted broadly.
2. A "posting" includes any written comment, content or image, including but not limited to text, photographs, video, clip art, scanned images, documents, and emojis.
3. A "user" is a person who uses, and/or engages with, NLLS' social media.
4. A posting may be considered "inappropriate" if it:
  - a) renders any NLLS employee unable to perform their duties satisfactorily;
  - b) leads or may lead to a reasonable refusal, reluctance, or inability of an employee to work or engage with the person responsible for the posting;
  - c) contains information or content that directly or indirectly harms or jeopardizes the reputation of NLLS, or brings the reputation of NLLS into disrepute;
  - d) is obscene, unduly critical, disrespectful, abusive, harassing, and/or defamatory;
  - e) contains plagiarized content;
  - f) is unrelated to NLLS' programs, services, resources, and operations;
  - g) includes promotional content (for example, commercial or political) that is unrelated to NLLS, and/or is generally considered spam;
  - h) is in breach of Canada's Criminal Code;
  - i) is in breach of the Alberta Human Rights Act, or is otherwise discriminatory;
  - j) expressly or impliedly discloses information or personal information in contravention of the Freedom of Information and Protection of Privacy Act (FOIP), its regulations thereunder, or any other applicable privacy legislation;
  - k) expressly or impliedly discloses confidential information of NLLS or any other person; and
  - l) any other circumstances determined to be inappropriate by NLLS.

For the purposes of determining whether a posting is inappropriate, NLLS shall act reasonably and in good faith.

#### Social Media Use – Terms and Conditions

1. Users of NLLS' social media are subject to the following terms and conditions:
  - a) Users' postings and communications must be courteous and respectful, and must not be inappropriate;
  - b) Users must strictly comply with all provincial and federal legislation and/or law. NLLS prohibits the use of its social media for any purpose which would contravene any provincial or federal legislation and/or law, or which could create civil liability on behalf of the user and/or NLLS. By using, and/or engaging, with NLLS' social media, the user agrees to indemnify NLLS and its board, board members, officers, directors, and employees from and against all liabilities, judgements, damages, and costs (including legal fees) incurred by any of them which arise out of or are related to the user's use of, and/or engagement with,

- c) NLLS' social media; and
  - d) Users must strictly comply with this Policy. Use of, and/or engagement with, NLLS' social media is wholly conditional on the user's agreement to comply with this Policy. By using, and/or engaging, with NLLS' social media, that person confirms their agreement to comply with this Policy.
2. NLLS reserves the right to make editorial decisions regarding postings to its social media, including the removal of inappropriate postings.
  3. NLLS is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of social media.

### **Promotion and Communication**

1. NLLS is committed to:
  - a) providing a healthy and respectful learning and work environment, including in respect to its social media;
  - b) providing accessible and inclusive services;
  - c) responding to questions and concerns within a timely manner;
  - d) ensuring the accuracy, objectivity, and impartiality in the information NLLS communicates via social media;
  - e) respecting the privacy and anonymity of those with whom NLLS communicates via social media; and
  - f) respecting freedom of speech and difference of opinion, while at the same time, protecting NLLS employees, its patrons, and the general public from offensive, abusive, or otherwise inappropriate speech and/or conduct.
2. NLLS uses social media to communicate and share information and content relating to its programs, events, services, resources, and operations, as well as to increase public awareness of and accessibility to the foregoing. NLLS does not use its social media as a traditional public forum for general exchange of ideas and viewpoints – NLLS social media is not intended to be used for general public discourse.

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**NLLS Executive Board Chair**

August 21, 2020

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**Date of Approval**

# STATEMENT OF POLICY AND PROCEDURE

Section: Service Points | Chapter: General | Page(s): 1

Subject: **NON-PARTICIPATING MUNICIPALITIES** | Sec 4, 1E

Reviewed: NEW | Revised: NEW | **Effective: 2022/03/04**

## SECTION 4 – 1.E

### NON-PARTICIPATING MUNICIPALITIES

#### Purpose

1. Northern Lights Library System (NLLS) encompasses a specific geography. Within that geography, there are a number of municipalities that are not yet members of the system. Municipalities eligible for membership are outlined in Schedule A of our Master Agreement. Residents of non-participating municipalities are not eligible for membership in Northern Lights Library System or The Regional Automation Consortium.
2. Individuals living outside NLLS's regional boundaries are not eligible for membership. They should be redirected to the system or library in their area.
3. NLLS libraries are free to offer local library memberships according to their policies

#### The Regional Automation Consortium (TRAC)

4. Individuals from non-participating municipalities are not eligible for a TRAC card. They will have:
  - a. No ability to place holds on TRACpac
  - b. No ability to renew items on TRACpac
  - c. No access to managing their account on TRACpac
  - d. No access to databases or eResources provided by TRAC or NLLS

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NLLS Executive Board Chair

March 4, 2022

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Date of Approval