

## 6. COMMUNITY RELATIONS – INDEX

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## 6. COMMUNITY RELATIONS

### 6.1 COMMUNITY ENGAGEMENT & CONTRIBUTION

The Town of Morinville Library Board (Board) recognizes that positive relationships benefit the community. To that effect the library will contribute to that relationship by making available resources and expertise within budget and Plan of Service constraints.

### 6.2 DONATIONS

The Morinville Community Library (MCL) welcomes and encourages donations, gifts and sponsorships from individuals, groups, foundations or corporations which enhance the library's mission, values and strategic goals.

#### DEFINITIONS:

**CASH:** Cheques, money orders, bank drafts, cash (bills/coins), debit or credit card donations.

**DONATION:** Contribution of cash or goods, given voluntarily to the library as a philanthropic act without expectation or requirement of reciprocal benefit. A designated donation is one that is to be used for a specific purpose. An undesignated donation has no stipulation.

**GIFTS IN KIND:** Gifts of property include: artwork, equipment, securities, and cultural items.

**SPONSORSHIPS:** A mutually beneficial exchange between the library and an outside organization. An external party makes a contribution of cash and/or products and services in kind, in return for recognition based on the library's current sponsorship programs and if determined to be in the best interest of the library and support the mission, vision and guiding principles.

Tax receipts will be issued as per the Canada Revenue Agency (CRA) guidelines.

The MCL is a registered charity and follows all relevant rules and regulations of the CRA.

1. The library gratefully accepts designated and undesignated cash donations, which are deposited to the budget.
2. Disbursement of donations are approved by the Director.
3. The Director will maintain a donor recognition program to thank donors, to encourage others to contribute, and to steward a healthy long-term relationship between the library and its donors, while respecting those who wish to remain anonymous.

4. The library may require a donor to have their gift appraised by a certified appraiser before a decision is made to accept responsibility of the gift. Charitable receipts are issued for cash donations, appraised donations as well as gifts in kind. Charitable receipts will be issued for fair market value of unappraised in kind donations as determined by the Director.
5. All donations constitute a complete transfer from the donor to the library. If the donor is unwilling to transfer full ownership and rights, and a mutual agreement between the library and the donor cannot be achieved, the gift will be declined.
6. Donations will be accepted on the understanding they will be used in accordance with the criteria established in this policy. The library has no obligation to inform donors of disposition of donated materials, to retain the donation intact, or to follow requests for how donations are used, this includes unsolicited gifts. The library reserves the right to decline any donation.
7. Any restrictions in existence as of the effective date of this policy will remain, and the Board will be governed by its prior commitments.
8. The Board may make monetary contributions to any organization or individual in return for reciprocal value.

### **6.3 SPONSORSHIPS**

1. The Board and staff actively solicit and encourages the business community, service clubs and other organizations to become sponsors of library events, programs and services, which will benefit the community by allowing the library to increase its level of service.
2. Sponsorships afford opportunities for participating organizations to raise their profile and enhance their image within the community for a defined period of time while providing financial and other benefits to the library important in offsetting library event expenses.
3. The Board reserves the right to refuse any sponsorship opportunity.
4. Sponsorship agreements which are valued at \$10,000 or less may be approved by the Director and reported to the Board at its next regular meeting. Sponsorship agreements with values in excess of \$10,000 shall be presented to the Board for approval.
5. The sponsor must have no impact on the policies and practices of the library such as materials selection or purchasing. Where a sponsorship agreement limits the library's ability to enter into other sponsorships, such an agreement shall clearly define the nature and extent of the exclusivity, and the time frame over which the exclusivity is to be granted.

6. Sponsorship does not imply endorsement of products and services by the library. Any public use of the name and/or logo of the library, special collections, resource collections, services, programs, and departments, must be approved by the Director.
7. Any use of the Friends of the Library name and/or logo by the Library must be approved by the Executive of the Friends of the Library.
8. Sponsors shall be provided with a level of recognition commensurate with their contribution. Recognition shall be in conjunction with, but not limited to, the programs or services which are supported by the sponsor.
9. The Board reserves the right to terminate existing agreements should conditions arise during the life of the agreement where it no longer supports the interests of the library.

#### **6.4 COMPLAINTS**

The Board has zero tolerance for abuse of staff and we recognize that occasionally patrons may wish to raise a complaint pertaining to an issue that may interfere with their use and enjoyment of the Library. If the public or an organization has a complaint, they shall direct the complaint to the Director or the Board by using **Form 6.5 Patron Complaint**.

1. When a staff member is unable or unwilling to deal with a patron's complaint, it will be referred to the staff member's immediate supervisor. Complaints involving library material shall be submitted in writing to the Director using **Form 3.1 Request for Reconsideration**.
2. The Director shall inform the complainant they have the right of appeal to the Board if they are not satisfied with the Director's decision.
3. The Board decision, which is final and binding, and the reasons for it, shall be communicated in writing to the complainant. Material in question shall remain in the collection unless the final decision of the Board decrees that it is to be removed from circulation.

#### **6.5 PATRON CONDUCT**

It is the policy of the Board to protect its staff, volunteers, patrons, and any other occupants in the library against unacceptable behaviour that may compromise their safety, health and welfare. Any form of violence, harassment, bullying and abuse, including verbal abuse, against or coming from an individual is unacceptable and will not be tolerated.

A formal record must be created and maintained at Level 2 or above using **Form 6.6 Patron Conduct Incident Report**.

#### ***DEFINITIONS OF UNACCEPTABLE BEHAVIOUR:***

Violence and Aggression: any incident where a person is verbally abused, threatened or assaulted.

Harassment: any incident involving aggressive pressure or intimidation.

Disruptive Behaviour: any action by one or more persons that, whilst not constituting violence, aggression or harassment, has a significant adverse impact on the immediate well-being of staff, patrons, or any other occupants in the library.

Physical assault: The intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort.

Non-physical assault: The use of inappropriate words or behaviour causing distress and/or constituting harassment.

**EXAMPLES OF UNACCEPTABLE BEHAVIOUR:**

The following examples can be in person, by telephone, letter, e-mail or other form of communication such as graffiti:

- a. Wilful damage to property or theft.
- b. Bullying, threatening or abusive language involving swearing or remarks of a racial, sexist or other discriminatory nature considered offensive by the recipient or by a colleague.
- c. Malicious allegations relating to any occupants of the library.
- d. Harassing staff or refusing to follow direction regarding policies, procedures, programs or services.
- e. Attempting to manipulate staff through coercion, condescension, intimidation, or threats.
- f. Excessive noise, e.g. loud intrusive conversation or shouting.

**PROCEDURES:**

**Level 1 - Verbal Warning**: If the unacceptable behaviour is mild in nature, library staff will approach the situation with the intention of issuing a warning and de-escalating the behaviour.

**Level 2 – Same Day Verbal Suspension**: If the unacceptable behaviour is persistent or escalates, library staff will issue a same-day suspension and ask the person to leave the library for the remainder of the day. If required staff should call a Peace Officer or RCMP for removal of the patron.

**Level 3 – Longer Term Suspensions**: If the unacceptable behaviour is persistent, escalates, or is recurrent, call the Peace Officer or RCMP for removal of the patron. Management has the right to issue a 1 month, 6 months, or 12 months suspension of access to the library facility.

**Level 4 – Lifetime Ban**: A patron will be given a lifetime suspension, when: no change in behaviour exists or the severity of an incident impacts the safety and well-being of staff and/or other patrons. In either of these cases a Peace Officer or RCMP should be called for the removal of the patron, and steps to issue a lifetime ban in the form of a Trespassing Notice initiated.

Ensure that the person breaking the policy is aware of the consequences of further unacceptable behaviour.

**APPROVED BY BOARD**

**REVIEW Date:** \_\_\_\_\_

\_\_\_\_\_  
**Board Chair Signature**

\_\_\_\_\_  
**Date**

**FORM 6.4 – PATRON COMPLAINT**

A patron may initially choose to raise their complaint on an informal, verbal basis. If the complaint cannot be resolved informally, the patron should complete this form. The Director will promptly review and attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided they may contact the Board directly.

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Nature of the complaint.

- Staff member                       Director                       Policy
- Board related                       Request placement on Board agenda

Name \_\_\_\_\_

E-mail \_\_\_\_\_

Daytime telephone \_\_\_\_\_

Briefly describe your complaint in the space below or on an attached sheet. If relevant, include where and when the incident occurred (date/time); name of any library staff or patrons involved and how they were involved, any previous efforts made by you and/or library staff to resolve the complaint, and any other significant information.

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

*The information on this form is collected under Section 33© of the Freedom of Information and Protection of Privacy Act (FOIP) and is used solely for purposes relating to the Morinville Public Library. If you have any questions, please contact the Information Management/FOIP Coordinator for the Morinville Public Library at 10119 100 Ave, Morinville, Alberta, T8R 1P8 or (780)939-3292*

**FORM 6.5 – PATRON CONDUCT INCIDENT REPORT**

1. Name of complainant (or their parent/guardian) and contact information:

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2. Name of person(s) or description of person(s) exhibiting the behaviour:

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3. Nature of allegations:

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4. Date, time, and place where incident occurred:

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6. Did anyone see the incident? YES / NO / PERCEIVED

7. If yes:

a. Name(s) of witness and contact information:

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8. Please describe in detail the incident that took place:

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**FORM 6.5 – PATRON CONDUCT INCIDENT REPORT (CONT'D)**

**STAFF USE ONLY**

1. Level Reached:  
Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 3 \_\_\_\_\_ Level 4 \_\_\_\_\_  
A formal record must be created and maintained at Level 2 or above.
  
2. Has an incident report been submitted on this patron before?  
\_\_\_\_\_ YES \_\_\_\_\_ NO
  
3. Were the authorities called? \_\_\_\_\_ YES Name of Officer \_\_\_\_\_  
\_\_\_\_\_ NO  
Police Case Number: \_\_\_\_\_