

## 6. COMMUNITY RELATIONS – INDEX

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## 6. COMMUNITY RELATIONS

### 6.1 COMMUNITY INVOLVEMENT & CONTRIBUTION

The Town of Morinville Library 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.

Individuals or groups who are significant to the library may be gifted with cards, flowers, etc. at the discretion of the Library Director and/or Board.

### 6.2 DONATIONS

#### 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 or ecological property. A contribution of time, skills or effort does not qualify as a gift in kind for purposes of issuing official donation receipts.

**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.

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

The Morinville Community Library is a registered charity and follows all relevant rules and regulations of the Canada Revenue Agency.

1. The library gratefully accepts designated and undesignated cash donations, which are deposited to the budget.
2. Disbursement of donations are approved by the Library Director.
3. Sponsorship agreements over \$10,000 must be approved by the Library Board.

4. The Library 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.
5. Charitable receipts are issued for cash donations, appraised donations as well as gifts in kind. Responsibility and cost of appraisal for donations of art and valuable materials shall be assumed by the donor. Charitable receipts will be issued for fair market value of unappraised in kind donations as determined by the Library Director.
6. All donations constitute a complete transfer from the previous owner to the library. If 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.
7. 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 intact, or to reserve special library shelving for unsolicited gifts of private collections.
8. Donations will not be accepted as payment for lost or damaged materials or late fees.
9. Types of Gifts.
  - a. The library may require a donor to have their gift, as defined by the Canada Revenue Agency, appraised by a certified appraiser before a decision is made as to acceptance.
  - b. Donations to the local history collection must align with selection criteria identified in 3. Collection Development Policy.
10. Any restrictions in existence as of the effective date of this policy will remain, and the Library Board will be governed by its prior commitments.
11. The Town of Morinville Library Board may make monetary contributions to any organization or individual in return for reciprocal value.

### **6.3 SPONSORSHIPS**

1. The Library Board and staff actively solicits 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 Library Board reserves the right to refuse any sponsorship opportunity. Official tax receipts are not issued to sponsors for their contributions to the library.
4. Sponsorship agreements which are valued at \$10,000 or less may be approved by the Director and reported to the Library Board at its next regular meeting. Sponsorship agreements with values in excess of \$10,000 shall be presented to the Library Board for approval.

5. Acceptance of sponsorship of \$1,000 or more will take the form of a written agreement signed by representatives of the sponsoring organization and authorized representatives of the library. This agreement will define the terms of the sponsorship and any recognition to be provided by the sponsor.
6. 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.
7. Sponsorships do not imply endorsement of products and services by the library. Any public use of the name and/or logo of the library, its Friends, special collections, resource collections, special services, programs, and departments, must be approved by the Director. Any public use of the Friends of the Library names must also be approved by the Executive of the Friends of the Library.
8. Sponsorships cannot be made conditional on library performance outcomes.
9. 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. Sponsorships are not eligible for tax receipts.
10. The Library 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 or is in conflict with this policy.

#### **6.4 LIFETIME MEMBERSHIPS**

1. The Board, at its discretion, may confer an honorary lifetime membership upon any group or individual who has contributed to the advancement of the library in some unique or outstanding way.
2. An honorary lifetime member shall receive:
  - 2.1. a lifetime membership;
  - 2.2. permanent recognition in the library.
3. Presentation of lifetime membership cards shall be made at a Board social function.

#### **6.5 COMPLAINTS**

The Town of Morinville Library 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 Library Director or the Board by using **Form 6.5 Patron Complaint**.

1. Referral to the staff member's immediate supervisor occurs when the staff member is unable or unwilling to deal with the patron's complaint. If the complaint involves library material, referral shall be in writing to the Library Director on the **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.

## **6.6 PATRON CONDUCT**

It is the policy of the Library 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 UNWANTED, UNACCEPTABLE BEHAVIOUR:***

The following examples can be in person, by telephone, letter, e-mail or other form of communication such as graffiti; (list is non-exhaustive):

- a. Wilful damage to property or theft.

- b. Bullying, threatening or abusive language involving excessive 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:**

1. Escalation Levels:

***Level 1 - Verbal Warning with De-escalation:*** If the unacceptable behaviour is mild in nature, approach the situation with the intention of issuing a warning and de-escalating the behaviour. If need be, continue to the next level.

***Level 2 – Same Day Verbal Ban:*** If the unacceptable behaviour is persistent or escalates, issue a same-day verbal ban and ask the person to leave the library for the remainder of the day. If need be, continue to the next level.

***Level 3 – Extended Ban with Trespassing Notice:*** If the unacceptable behaviour is persistent, escalates, or is recurrent, call the Peace Officer or RCMP for removal of patron. Management has the right to issue a 1 month, 6 months, or 12 months non-trespassing ban. If need be, continue to the next level.

***Level 4 – Lifetime Ban with Trespassing Notice:*** At this point, the person displaying the unacceptable behaviour is afforded zero tolerance. Should that person display any unacceptable behaviour again, call the Peace Officer or RCMP and request they issue a lifetime ban in the form of a Trespassing Notice.

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 6.5 – 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 Library 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 Library 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 \_\_\_\_\_

Address \_\_\_\_\_

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

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

Are you a library cardholder?  Yes  No

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.

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

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

**FORM 6.6 – PATRON CONDUCT INCIDENT REPORT**

1. Name of complainant:

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2. Name of person(s) exhibiting 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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5. Escalation Level Reached:

Level 1 \_\_\_\_\_ Level 2 \_\_\_\_\_ Level 3 \_\_\_\_\_ Level 4 \_\_\_\_\_

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

7. If yes:

a. Name(s) of witness(es):

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b. Description of their respective role in incident:

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