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1   Governance Structure

1.1   Types of Libraries

1.1.1   The Public Libraries Act
http://web2.gov.mb.ca/laws/statutes/ccsm/p220e.php regulates the establishment and operation of public libraries. A public library funded by one municipality or local government is defined as a "municipal library, while two or more participating local governments constitute a "regional library". Libraries are governed through an appointed voluntary board in accordance with the following standards.

1.2   ❖ Library Board Appointment

1.2.1   ❐ The library board notifies the responsible local government if a new representative is required on the library board.

1.2.2   ❐ Library board members are replaced by the municipal council.

1.2.3   ❐ The local government(s) calls for nominations or applications from the community to appoint elector(s) from the municipality to serve on the public library board.

1.2.4   ❐ The local government(s) passes resolutions to appoint individuals to the library board, providing them with official notification of their appointment.

1.2.5   ❐ The local government representative(s) actively attends and participates in the library board meetings.

1.2.6   ❐ Library board members serve on the board without compensation.

1.2.7   ❐ The library board meets a minimum of six meetings per year with no more than two months intervening between meetings as required under the Public Libraries Act.

1.2.8   ❐ The library informs potential board members of the minimum two year commitment to the library board prior to appointment to the board.

1.2.9   ❐ The library board has criteria to determine the skills and qualities needed to serve on the library board.

1.3   Board Responsibilities

1.3.1   The library board ensures its members are aware of their roles, responsibilities and commitment by providing:

1.3.1.1   ❐ a "job description" to library board member prior to appointment

1.3.1.2   ❐ by-laws to clarify the governing responsibilities, attendance policies and meeting structure of the board

1.3.1.3   ❐ an orientation to the services of the public library and philosophy of public library service

Note: ❖   Represents requirements under Provincial Acts.

1.3.2   The board ensures the public library provides a professional service by:

    1.3.2.1   ❐ providing a formal meeting agenda and minutes of the previous meeting to all board members prior to each monthly meeting

    1.3.2.2   ❐ providing the librarian's and treasurer's report in writing to the board

    1.3.2.3   ❐ reviewing the circulation and library use statistics on a monthly basis to improve service

    1.3.2.4   ❐ following official communication lines to library staff and the public

    1.3.2.5   ❐ ensuring that each member publicly supports board decisions outside the meetings

    1.3.2.6   ❐ recommending a community needs assessment and strategic business plan every five years

    1.3.2.7   ❐ entrusting the daily operations of the library to the library administrator

    1.3.2.8   ❐ identifying achievable service goals

1.3.3   Library board members actively and visibly support their library service.

1.3.4   Library board members consider matters before the Board from a regional perspective.

1.3.5   Library board members review regional economic development plans to position the library as a community development partner.

1.3.6   The Library board makes full and accurate reports of the library board meetings and services to the member councils represented.

1.3.7   Library board members act as advocates for the library system to influence the allocation of resources and service delivery in all dealings with external parties, including the member council(s) represented.

1.4   The Library Policy Manual

1.4.1   Policy manuals outline employment policies, governing policies and service priorities, determining the structure and tone of the public library service. The Board should ensure that standards for policy, as detailed in each module of this guide, are included in the Policy Manual. These policy areas should include at minimum:

    1.4.1.1   ❐ personnel policies *(see section 8)*

    1.4.1.2   ❐ library service policies including Internet access (see section 3.5)

    1.4.1.3   ❐ collection policies *(see section 6)*

    1.4.1.4   ❐ accessibility policies *(see section 3.7)*

    1.4.1.5   ❐ governance policies

1.4.2   Governance policies include areas such as:

    1.4.2.1   ❐ board organization

	1.4.2.2	❒ by-laws
	1.4.2.3	❒ ❖ regional agreements
	1.4.2.4	❒ ❖ joint public/school library agreements or multi-use facility agreements
	1.4.2.5	❒ ❖ reciprocal borrowing agreements
	1.4.2.6	❒ trustee ethics
	1.4.2.7	❒ ❖ terms of office
	1.4.2.8	❒ ❖ confidentiality
	1.4.2.9	❒ trustee training

1.4.3   ❒ The library policy manual provides a schedule of numerated policies, procedures and tasks dated for reference purposes.

1.4.4   ❒ The library policy manual contains a policy amendment sheet, which is re-issued and replaces the existing sheet each time a policy or procedure is updated.

1.4.5   ❒ One library board member is responsible for keeping the policies and procedures manual current.

1.4.6   ❒ The library board reviews and updates personnel policies annually.

1.4.7   ❒ The library board ensures general policies are reviewed and updated every two years.

1.5   Board/Staff Responsibilities Checklist

Activity	Responsibility
Planning:	
Directs the planning process	Staff/Board
Provide input to long range goals	Board/Staff
Approve long range goals	Board
Formulate annual objectives/business plans	Board/Staff
Approve annual objectives	Board
Prepare performance reports on achievement of goals and objectives	Staff
Monitor achievement of goals and objectives	Board/Staff
Programming:	
Assess stakeholder needs	Staff
Train volunteer leaders	Staff
Oversee evaluation of products, services and programs	Board
Maintain program records; prepare program reports	Staff
Prepare preliminary budget	Staff
Approve/amend budget	Board
Ensure expenditures are within budget during year	Staff
Solicit contributions in fundraising campaigns	Board
Organize fundraising campaigns	Board/Staff
Approve expenditures outside authorized budget	Board
Insure annual audit of organization financials	Board
Prepare financial documents for submissions to auditor	Staff
Personnel:	
Employ Chief Staff Officer/Administrator	Board
Direct work of staff	Staff
Hire/discharge staff member	Staff
Decision to add staff	Board
Settle staff conflicts	Staff

Activity	Responsibility
Community Outreach:	
Interpret organization to community	Board
Provide organization linkage with other organizations	Board/Staff
Board Committees:	
Appoint committee members	Board
Call Committee Chair into action	Board
Promote attendance at Board/Committee meetings	Board/Staff
Recruit new Board members	Board/Staff
Plan agenda for Board meetings	Board/Staff/Municipality(ies)
Take minutes at Board meetings	Staff
Plan and propose committee organization	Board/Staff
Prepare exhibits, material and proposals for Board and Committees	Staff
Sign/Approve legal documents	Board
Follow-up on implementation of Board and Committee decisions	Staff
Settle conflicts between Committees	Board

1.6 Effective Board Meeting

1.6.1 ❒ Meeting is held in a neutral location (if not in the library) to ensure everyone feels comfortable.

1.6.2 ❒ The agenda and minutes are distributed a week prior to the meeting to ensure members have time to prepare and make additions.

1.6.3 ❒ The Chair implements protocol, such as Robert's Rules of Order, to ensure fair and efficient proceedings.

1.6.4 ❒ Items are tabled if more time is required to gather information and make a decision.

1.6.5 ❒ In order to prepare board members, delegations or guests submit a written request to attend board meetings including reason for their attendance.

1.6.6 Board members have access to self-training resources such as:

    1.6.6.1 ❒ Robert's Rules of Order

    1.6.6.2 ❒ Manitoba Library Trustees Association Handbook (Revised)

1.7 Minutes

1.7.1 ❒ ❖ Minutes are the legal record of decisions and directions provided by the board. Accurate minutes are essential for the legal accountability of the officers and directors of an organization. Ensuring the minutes are accurate and readily accessible will ensure your board members are making decisions based on documented facts and reports rather than opinion.

1.7.2 ❒ The secretary employs a protocol such as Robert's Rules of Order in recording minutes.

1.7.3 ❒ A minimum three years of past minutes are available to the secretary and board.

1.7.4 ❒ A record of board decisions divided by category with the date of the decision is available at all board meetings.

1.7.5 ❒ To ensure accurate recording, staff and board members providing lengthy verbal reports also supply a printed copy for attachment to the minutes.

2   Facility

2.1   Facility Planning

2.1.1   The well-planned library building is efficiently organized for use by patrons and staff, offering a welcoming atmosphere which will encourage use by a wide segment of the population. These standards may be applied to new building projects as well as assessment of existing facilities.

2.1.2   Planning documents for library construction projects are based on a building program which includes:

2.1.2.1   ❒ long-range plans

2.1.2.2   ❒ service needs

2.1.2.3   ❒ site analysis

2.1.2.4   ❒ internal space analysis

2.1.3   ❖ All library building plans are in compliance with federal, provincial and local laws including:

2.1.3.1   ❒ fire

2.1.3.2   ❒ safety

2.1.3.3   ❒ sanitation

2.1.3.4   ❒ physical accessibility *(see section 3.1)*

2.1.3.5   ❒ energy conservation

2.1.3.6   ❒ local codes or regulations

2.1.4   ❒ Plans for new library construction or additions to existing buildings are designed by an architect certified to practice in Manitoba.

2.1.5   ❒ Engineers involved in construction projects are certified by the Province of Manitoba.

2.1.6   ❒ The minimum number of parking spaces is provided according to local ordinances.

2.1.7   ❒ Special consideration is given to technology electrical requirements.

2.1.8   ALA recommended standards for facility size are as follows:

2.1.8.1   Population under 2,500 = 2,500 sq ft minimum

2.1.8.2   Population over 2,500 = 1 sq ft per capita

2.1.9   Careful consideration has been given to:

2.1.9.1   ❒ use projections (library activities and population growth)

2.1.9.2   ❒ number of seating spaces provided

2.1.9.3   ❒ staffing levels

2.1.9.4   ❒ size of public meeting rooms

2.1.10   ❒ The library has consulted with other librarians and/or visited other sites where a similar project is in process or has just been completed.

2.1.11 ❐ Library consultants and other experts have been employed where appropriate.

2.1.12 ❐ ❖ In the absence of local building codes, construction adheres to the Manitoba Building Code http://web2.gov.mb.ca/laws/regs/pdf/b093-127.06.pdf.

2.1.13 ❐ A library facility will only be built if the community/region can demonstrate a stable population of 250 or greater over the past 5 years.

2.1.14 In the past five years the library has completed a written space needs assessment based on the following:

2.1.14.1 ❐ current space requirements *(see section 3)*

2.1.14.2 ❐ the most recent community analysis *(see section 3)*

2.1.14.3 ❐ estimated changes in technology, size of collection and types of materials *(see section 6 and 7)*

2.2 Green Library Facilities

2.2.1 Public libraries and municipalities follow the recommendation through the Policy Development Tool Kit for Municipalities by the Canada Green Building Council http://www.cagbc.org/municipal_initiatives/articles79.php

2.2.2 Existing and facilities under construction or renovation conduct a green audit through the website Green Globes http://www.greenglobes.com/existing/homeca.asp to rate their library against green best practices.

2.2.3 Where possible, the public library purchases furniture, building materials, and technology made from recycled materials.

2.2.4 Where possible, the public library follows energy efficient recommendations from the Province of Manitoba *Seeing Green at Work* http://www.gov.mb.ca/seeinggreen/what_can_you_do/work.html and related Manitoba Hydro links *Power Smart Commercial Programs* http://www.hydro.mb.ca/savings_rebates_loans.shtml#business?WT.mc_id =2025

2.3 Facility Location

2.3.1 ❐ The library's location facilitates maximum convenience for residents of the community.

2.3.2 ❐ The library is easily accessible by public transportation where available.

2.3.3 ❐ Persons residing in the service area are required to travel less than 30 minutes to reach the nearest stationary or mobile library service outlet.

2.3.4 ❐ Directional signs on main community thoroughfares indicate the presence and location of the library in the appropriate language(s).

2.4 Space Requirements

2.4.1   While required space varies with the unique needs of the community, the library has been reviewed according to the following approximations:

Function	Approximate Size
Collection space	1 square foot for every 10 volumes/items (111 volumes per sq. m.)
User space	30 square feet (2.7 sq. m.) per user space @ 5 user spaces per 1,000 population
Staff space	150 square feet (13.9 sq. m.) per staff member
Public-access computer work space	25 sq. ft. (2.3 sq. m.) per workstation
Meeting room space	10 sq. ft. (0.9 sq. m.) per seat
Programming space	10 sq. ft. (0.9 sq. m.) per seat
Non-assignable space	25% of net space
Multipurpose rooms	Based on community service and program objectives

2.4.2   ❏ Where the existing space is determined inadequate, the library has a plan in place to improve the situation.

2.4.3   As determined by local needs, the library space is arranged to provide room for activities such as:

2.4.3.1   ❏ study (e.g. for tables and/or carrels in a quiet part of the library)

2.4.3.2   ❏ informal reading (e.g. for comfortable chairs located near the periodicals collection)

2.4.3.3   ❏ public use of equipment (e.g. listening and viewing centres and computing facilities)

2.4.3.4   ❏ community and cultural activities

2.4.3.5   ❏ The amount of shelving is sufficient to store and display most materials without overcrowding.

2.4.3.6   ❏ Public washrooms are conveniently located.

2.5 Facility Environment

2.5.1 ☐ Exterior lighting is sufficient to provide for the security of patrons and staff.

2.5.2 ☐ Light in the library building is evenly distributed and free of glare.

2.5.3 ☐ Exterior signs are highly visible and include hours of service in the appropriate language(s).

2.5.4 ☐ Interior signs are highly visible and direct people to library services in the appropriate language(s).

2.5.5 The library interior plan:

    2.5.5.1 ☐ allows for flexibility in space utilization

    2.5.5.2 ☐ accommodates technology

    2.5.5.3 ☐ provides an inviting interior

    2.5.5.4 ☐ reflects unique needs of the community as per the library's long-range planning

2.5.6 ☐ The library is listed in the local telephone directory and is equipped with adequate incoming telephone lines.

2.5.7 For the comfort of public and staff and protection of the collection, proper temperature and humidity control is maintained throughout the year:

    2.5.7.1 ☐ 21-23°C (69-73°F)

    2.5.7.2 ☐ 30-50% humidity recommended

2.5.8 ☐ Heating, air conditioning and lighting design are specifically designed to conserve energy.

2.5.9 ☐ Library buildings and grounds are clean and well maintained.

2.5.10 ☐ The library furniture is appropriate for the target user (e.g. child-sized tables and chairs are provided in the children's area).

2.5.11 ☐ The library has a disaster plan in place, with particular regard for unique local hazards such as seasonal flooding, power outages, etc.

2.6 Facility Hours of Operation

2.6.1 ☐ ❖ The library must be open a minimum of 10 hours per week to qualify for provincial funding.

2.6.2 ☐ To provide the optimum access, hours are scheduled for the maximum convenience of community residents.

2.6.3 In the past 3 years the library has assessed how well its open hours meet the needs of the community:

    2.6.3.1 ☐ the library is open evenings and weekends in addition to regular working hours

    2.6.3.2 ☐ in single-industry oriented communities, library hours take into account shift schedules

2.6.4   The following chart indicates suggested weekly hours of operation based on community population.

Population	Essential	Enhanced	Excellent
Up to 600	10	15	20
601 - 1,200	15	20	25
1,201 - 3,000	20	25	30
3,001 - 5,000	25	30	40
5,001 - 10,000	30	40	50
10,001 - 20,000	40	50	60
20,001 +	45	55	60+

2.6.5   Included in the total hours, consider these specific hours of operation:

2.6.5.1   ❐ minimum of two afternoons per week open from 3:00-5:00 pm during the school term

2.6.5.2   ❐ minimum of two hours of opening per weekend

2.6.5.3   ❐ minimum of two hours of opening until at least 6:30 pm on at least one evening per week

3 Accessibility for Persons with Disabilities

Accessible library services, offered under the principle of universal design, will impact the design of infrastructure, provisions of services, attitudes, and policies of the organization. Attitudes and policies are critical components of the universal design as they create atmospheres of respect for abilities, respect for choice of service provision, and inclusion of consumers in the development and delivery of the service to "meet the needs of the range of the population to the greatest extent possible."[1]

3.1 Accessible Facility Design

3.1.1 ❐ Universal design principle is followed in the construction and renovation of library facilities.

3.1.2 ❐ The library conducts an accessibility audit every five years to identify barriers and implements measures to reduce the barriers.

3.1.3 ❐ All entrances are accessible.

3.1.4 ❐ Access to user areas and library materials is clear and unobstructed.

3.1.5 ❐ The library provides an accessible washroom on the main floor.

3.1.6 ❐ The library uses non-slip flooring.

3.1.7 ❐ Where the public area of the service outlet occupies more than one level, universal access is provided between levels.

3.1.8 ❐ Where the public area of the service outlet occupies more than one level, universal access is provided between levels.

3.1.9 ❐ The library provides seating next to areas where queues may form.

3.1.10 ❐ Accessible workstations are placed alongside other public workstations to promote inclusivity.

3.1.11 ❐ Space between book stacks is a minimum of 36 inches to allow universal access.

3.1.12 ❐ Where possible, the majority of materials in the adult collection are stored in such a way that the highest shelf is 54 inches for a parallel reach.

3.1.13 ❐ Where possible, the majority of materials for all patrons are stored in such a way that the lowest shelf is 9 inches from the floor for a parallel reach.

3.1.14 ❐ Where possible, the majority of materials in the children's collection are stored in such a way that the highest shelf is 48 inches or less.

3.1.15 ❐ The library considers visual indicators for fire alarms.

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[1] Principle 7: Universal Design, Full Citizenship: A Manitoba Provincial Strategy on Disability. www.gov.mb.ca/dio/pdf/whitepaper.pdf

3.2 Accessible Parking

3.2.1 ❐ Adequate, convenient, well maintained parking, including parking for people with disabilities, is available at or near the library.

3.2.2 ❐ Parking regulations are enforced for their intended use.

3.3 Accessible Lighting

3.3.1 ❐ Exterior entrance lighting follows building code recommendations to consistently illuminate the entrance surface.

3.3.2 ❐ Exterior lighting in parking, walkways, ramps, and drop-off zones is consistent with building codes to illuminate the ground surface.

3.3.3 ❐ Interior lighting meets recommended building codes over service counters at the work surface.

3.3.4 ❐ Interior lighting for office space and washrooms meets recommended building codes for the even distribution of light.

3.3.5 ❐ Interior lighting is consistent at entrances and throughout the building.

3.4 Accessible Resources

3.4.1 The library acquires and maintains resources according to the needs of the community, which may include but limited to the following formats:

3.4.1.1 ❐ large print publications

3.4.1.2 ❐ audio books *(see section 6.4)*

3.4.1.3 ❐ closed-captioned videos *(see section 6.4)*

3.4.1.4 ❐ downloadable audio books and ebooks such as eLibraries Manitoba

3.4.1.5 ❐ staff and public function of Integrated Library systems adhere to web accessible standards

3.4.1.6 ❐ a courtesy walker and wheelchair

3.4.1.7 ❐ accessible terminals adapted to the needs of patrons with visual, hearing and motor impairments.

3.5 Accessible Technology

3.5.1 The library provides accessible technology according to the needs of the community, which may include but is not limited to:

3.5.1.1 ❐ magnification devices or software

3.5.1.2 ❐ keyboards with raised letters

3.5.1.3 ❐ large screen monitors

3.5.1.4 ❐ screen reading software

3.5.1.5 ❐ ergonomic input devices

3.5.1.6 ❐ literacy software

| 3.5.1.7 | ❒ assistive listening system such as induction loops, infrared systems, and FM radio frequency systems. |

3.5.2   ❒ Library staff/volunteers receive training on the use of technology available in the library.

3.6 Accessible Services

The Library explores ways of implementing universal design services to meet the needs of their clients to the greatest extent possible.

3.6.1   ❒ Library staff/volunteers retrieve materials from the shelf for individuals if appropriate.

3.6.2   ❒ The library provides home delivery and facility loans of library materials to residents of the community who are unable to travel to the library due to temporary or permanent illness or disability.

3.6.3   ❒ The library takes advantage of resources for people with disabilities that may already be available in the community.

3.6.4   ❒ The library promotes its services to persons with disabilities through all media forms.

3.6.5   ❒ Library programs are adaptable to include persons with disabilities.

3.6.6   ❒ Enquiry services, requests/reservation and renewal services are available through the library's web pages, phone, or email. Libraries provide TTY or text messaging as contact options.

3.6.7   ❒ The library extends loan periods to meet user needs.

3.6.8   ❒ Library staff trains the public, including support workers/caregivers, on library policies and equipment.

3.6.9   ❒ Service animals are welcome in the library.

3.7 Accessibility Policy and Planning

3.7.2   ❒ Library staff receive customer service training addressing the appropriate means of serving persons of all ages and abilities in their community.

3.7.3   ❒ The library uses inclusive terminology regarding persons with disabilities in the mission statement, policies, and all publications or promotional materials.

3.7.4   ❒ All forms/polices are accessible on library web pages to allow enlargement or screen reader software.

3.7.5   ❒ The library board orientation package includes municipal and provincial building codes regarding accessible buildings.

3.7.6   ❒ Persons with disabilities are represented on library boards or advisory boards to ensure their input is heard.

3.7.7 ❐ Determined locally, a portion of the library budget is directed towards improving library accessibility regarding:

    3.7.7.1 ❐ the facility

    3.7.7.2 ❐ the collection

    3.7.7.3 ❐ the technology

3.7.8 ❐ Library staff receive training and/or are hired with specialized skills such as American Sign Language.

3.7.9 ❐ Library staff and library boards know where to access information relevant for a person with a specific disability.

*Recommendations on accessible facilities, resources, furnishings, and policies are based on The Accessible Canadian Library II http://www.collectionscanada.gc.ca/9/10/p10-1000-e.html, the national standard for accommodating persons with disabilities; *Universal Design Principles, Access for library users with disabilities* by Linda Robertson on behalf of the SCONUL Access Steering Group. Society of College, National and University Libraries, UK; CLA Working Group for *IELA - Service Levels at Canadian public libraries for people with print disabilities*, and a focus group for the Taskforce on Library Accessibility*..*

For an example of universal design policies, please see the City of Winnipeg's policy at www.aacwinnipeg.mb.ca/aac_pdfs/Universal%20Design%20Policy.pdf

4   Library Services

4.1   Services and Programs

Library Services include the broad range of programs the library provides to its community.

4.1.1   ❐ The library maintains policies and procedures regarding the services it provides, such as reference and information services, programming services, services to children and teens, and services to patrons with special needs.

4.1.2   The library plans and evaluates programming for adults, young adults and children with consideration to:

4.1.2.1   ❐ community demographics (age, ethnicity, education and income levels)

4.1.2.2   ❐ availability of programming from other organizations in the community

4.1.2.3   ❐ local need and interest

4.1.3   ❐ The library district's written service plan is developed in consultation with the community.

4.1.4   ❐ The library encourages ongoing input by citizens, including young adults, in the development of the service plan through advisory groups, surveys, focus interviews or other appropriate means.

4.1.5   ❐ The library works with community agencies and organizations in the local area in planning and implementing services for all residents.

4.1.6   Educational, recreational, informational and cultural programs sponsored by the library or co-sponsored with other community organizations, are offered to:

4.1.6.1   ❐ help attract new users to the library

4.1.6.2   ❐ increase awareness and use of library resources and services

4.1.6.3   ❐ provide a neutral public forum for the debate of issues

4.1.7   ❐ While programming is commonly held in the library, where appropriate, consideration is given to off-site outreach programs.

4.1.8   ❐ The library cooperates with other types of libraries in the local area to plan for and provide services to all area residents.

4.1.9   ❐ Public programs provided by the library are free of charge and in physically accessible locations for children, teens and adults. *(see section 3.6.5)*

4.1.10   ❐ The library provides access or referral to appropriate literacy training.

4.1.11   ❐ The library works with other groups to provide training courses on new technologies for seniors.

4.1.12   ❐ The library provides training in new technologies to their volunteer and paid staff.

4.2 Circulation

Circulation includes procedures and policies pertaining to the lending of library materials.

4.2.1   ❒ The library keeps patron records current, expiring records annually to ensure accuracy and privacy.

4.2.2   ❒ Library staff are knowledgeable about the library's services, programs, lending regulations, and circulation practices responding to the public in a courteous, helpful manner.

4.2.3   ❒ A trained staff member is available to perform circulation services during all library service hours.

4.2.4   ❒ Library staff are familiar with the circulation of eBooks and eAudio through eLibraries Manitoba http://elm.lib.overdrive.com.

4.2.5   ❒ In compliance with the federal Privacy Act http://laws.justice.gc.ca/en/P-21/index.html information collected for library membership is relevant, necessary for provision of library service and confidential.

4.2.6   The library has a written policy specifying:

     4.2.6.1   ❒ types of materials which are loaned

     4.2.6.2   ❒ restrictions on materials types

     4.2.6.3   ❒ restrictions on videos from Manitoba Film Classification Board (MFCB) Ratings

     4.2.6.4   ❒ eligibility for library borrowing privileges

     4.2.6.5   ❒ requirements for those residing outside the library service area

     4.2.6.6   ❒ fees and fines

     4.2.6.7   ❒ privacy policy

     4.2.6.8   ❒ hours of operation

4.3 Interlibrary Loan

Interlibrary loan greatly expands the local library collection by making available millions of library books across Manitoba, Canada and beyond. Subsidized shipping rates and resource sharing tools such as MAPLIN make Interlibrary loan an invaluable service to patrons.

The library ensures materials are accessible to other libraries for Interlibrary Loan via MAPLIN.

4.3.1   ❒ Interlibrary Loan services are promoted to patrons.

4.3.2   ❒ The library makes reasonable efforts to obtain Interlibrary loan materials for patrons.

4.3.3   ❒ Patrons may request Interlibrary loans via their local library through a variety of means, including electronically.

4.3.4   ❒ Library staff regard Interlibrary loan requests as confidential, identifying patrons on request forms by numeric ID rather than name.

4.3.5 ❐ Interlibrary loan requests are processed within 24 hours of receiving a request.

4.3.6 ❐ When requesting materials from other libraries, sufficient information is provided to identify the requested item.

4.3.7 When requesting from MAPLIN, libraries identified as high "Net-borrowers" are favoured to ensure fair usage:

    4.3.7.1 ❐ Net-borrower: Library borrows more books than they lend

    4.3.7.2 ❐ Net-lender: Library lends more books than they borrow

4.3.8 ❐ Only books are sent/returned using the "Library Book Rate" and not audiovisual or other materials.

4.4 Reference Service

Reference service is the process by which library staff answer patron questions through accurately identifying the information required and providing or referring the patron to the most appropriate source.

4.4.1 ❐ Library staff respect reference service as personal and confidential.

4.4.2 ❐ Questions which library staff are unable to answer are escalated to regional headquarters or appropriate support services in a timely manner.

4.4.3 Library staff know how to access and use:

    4.4.3.1 ❐ an Internet Search Service (http://Google.ca, http://Ask.ca, etc.)

    4.4.3.2 ❐ the Manitoba EbscoHost database service http://search.ebscohost.com

4.4.4 ❐ Reference services including self-serve Manitoba EbscoHost are promoted and demonstrated to library members.

4.4.5 Reference services are provided during all hours the library is open:

    4.4.5.1 ❐ in person

    4.4.5.2 ❐ by telephone

    4.4.5.3 ❐ by email or web service

4.4.6 Staff assist patrons with effective use of technologies necessary to access electronic and other non-print resources including:

    4.4.6.1 ❐ Manitoba EbscoHost http://search.ebscohost.com

    4.4.6.2 ❐ eLibraries Manitoba http://elm.lib.overdrive.com

    4.4.6.3 ❐ the library catalogue

4.4.7 ❐ Where possible, library prepares information guides to inform patrons about the availability of resources on a specific topic or issue. *(see section 3.7.3)*

4.4.8 ❐ The library cooperates with other agencies in the community to provide reference services.

4.5 Internet access

4.5.1   Internet access is a vital component of library service as information increasingly moves online. While an excellent resource in many areas, the Internet is not without questionable and controversial material. Ensure your library has a comprehensive Internet access policy that addresses:

       4.5.1.1   ❒ filtering practices are in place, if utilized

       4.5.1.2   ❒ parental responsibility for supervision of children

       4.5.1.3   ❒ permitted uses of the workstation/internet

       4.5.1.4   ❒ scheduling of computer workstations

       4.5.1.5   ❒ charges for services such as printing

       4.5.1.6   ❒ accessing illegal sites as defined by provincial and federal laws

       4.5.1.7   ❒ accessing sites that contain materials defined in Manitoba law as harmful to minors

       4.5.1.8   ❒ interference with other users or systems

       4.5.1.9   ❒ loading/running software other than that which resides on the library computers

       4.5.1.10   ❒ damage to or tampering with a library's hardware or software

       4.5.1.11   ❒ violation of the library's policies on computer use

       4.5.1.12   ❒ library liability for damage to user's data, software or hardware

       4.5.1.13   ❒ usage of library computers as constituting an agreement with policy

4.6 Readers Advisory

Readers Advisory involves recommendation to patrons of titles suiting their unique reading preferences.

4.6.1   ❒ Staff are familiar with print and/or web resources for Readers Advisory service.

4.6.2   ❒ The library promotes self-service Readers Advisory through Manitoba EbscoHost NoveList http://search.ebscohost.com.

4.7 Patron Confidentiality

To ensure patron confidentiality, minimal patron information should be collected or retained.

4.7.1   ❒ The library retains information connecting a user to a particular transaction only as long as needed for normal operations.

4.7.2   ❒ The library restricts access to patron information to a limited number of appropriate library personnel.

4.7.3   ❒ The library has privacy guidelines informing patrons what they can do to protect their privacy.

4.7.4   ❒ The library educates staff on confidentiality policies.

4.7.5   ❒ The library discourages sign-up sheets for people using library computers in favour of key ring with a barcode to correspond with each computer. Track computer use through the circulation system.

4.7.6   ❒ The library avoids practices and procedures that place patron information in public view.

4.7.7   ❒ The library uses an Internet Service Provider whose practices best match the library's privacy policy.

4.7.8   ❒ The library uses a numeric identifier on Interlibrary loan requests sent to other libraries as opposed to a patron name.

4.7.9   ❒ The library sets automated circulation systems to purge borrower information when items are returned.

4.7.10   ❒ The library deletes old Web server logs.

4.7.11   ❒ The library configures public workstations to clear caches, temp directories, recent history files, and to delete or reject cookies.

4.7.12   ❒ The library has conducted a privacy/confidentiality audit of its programs to ensure patron confidentiality.

5 Technical Services

5.1.1 The purpose of library technical services is to make library materials accessible to users, staff, as well as other libraries. Technical services typically include:

    5.1.1.1 ❒ acquisition of materials

    5.1.1.2 ❒ cataloguing and classification

    5.1.1.3 ❒ processing

    5.1.1.4 ❒ maintenance of the catalogue and collection

5.1.2 Cataloguing and organization of collection materials follows current library standards including:

    5.1.2.1 ❒ RDA (Resource Description and Access) standard for cataloguing

    5.1.2.2 ❒ MARC (Machine-readable Cataloguing) standard for inputting cataloguing information into computers

    5.1.2.3 ❒ DDC (Dewey Decimal Classification) standard for assigning call numbers

    5.1.2.4 ❒ LC (Library of Congress) standard for assigning subject headings

    5.1.2.5 ❒ ALA (American Library Association) Filing Rules for ordering materials on the shelves.

5.1.3 ❒ Materials are processed and made available to the public in a timely manner.

5.1.4 ❒ Staff are well trained and knowledgeable about catalogue use both in-house and via the Internet by home-users.

5.1.5 ❒ Staff verify new purchase orders to prevent unwanted duplicates.

5.1.6 ❒ The library maintains a written methodology for maintaining the collection including weeding.

5.1.7 ❒ Instructions are available to make the public catalogue easy to use. *(see section 3.7.3)*

5.1.8 ❒ Orders for new items in high demand, or requested by staff for programs or displays, are prioritized through the acquisitions and cataloguing processes.

5.1.9 ❒ Materials in other languages are catalogued to a high level of access.

5.1.10 ❒ Audio-visual materials are classified to the Manitoba Film Classification Board. The MFCB takes its authority from the *The Amusements Act* http://web2.gov.mb.ca/laws/statutes/ccsm/a070e.php

6   Library Collection

The library collection is one of the core services provided to the community. A current, relevant collection promoted to the community through the media, website and partnerships will increase use of the library.

6.1   Collection Budget

6.1.1   ❑ The library ensures the annual provincial collection development grant is expended each year in its entirety.

6.1.2   ❑ A minimum of 15% of the total operating budget is spent on the collection.

6.1.3   ❑ A percentage of the municipal funding is designated towards the collection above and beyond the annual provincial collection development grant.

6.1.4   ❑ The library participates in province-wide interlibrary loan.

6.1.5   ❑ The library works with local foundations to build trust funds dedicated to the library collection or specialized collections within our library.

6.1.6   ❑ The library works with the local schools to review the circulation trends in formats, topics and genres, and collaborates to avoid unnecessary duplication.

6.1.7   ❑ The library reviews Census data to target collection purchases relevant to the community in areas such as age and ethnicity.

6.1.8   Children's collection budget is designated for the materials and maintenance of the children's collection based on the following factors:

6.1.8.1   ❑ percentage of the total population who are children

6.1.8.2   ❑ percentage of the total circulation consisting of children's materials

6.1.8.3   ❑ need to expand children's services

6.1.8.4   ❑ comparative cost of children's materials and adult materials

6.1.8.5   ❑ necessity of replacing children's materials more frequently

6.1.8.6   ❑ need for new formats and technologies

6.1.9   ❑ The collection is weeded prior to budgeting to determine weak areas.

6.1.10   The library's weeding criteria includes the following factors:

6.1.10.1   ❑ age of publication date

6.1.10.2   ❑ condition of the item

6.1.10.3   ❑ minimum number of circulations per item

6.1.10.4   ❑ accurate, current information in non-fiction materials

6.1.10.5 ❒ duplicate copies

6.1.10.6 ❒ Local Specialized Collections

6.1.10.6.1 ❒ The library serves as the memory of the community and collects and preserves materials on community history and works by local authors, illustrators and poets.

6.2 Book Collections

Number of volumes based on population from the *Administrators of Rural and Urban Public Libraries of Ontario* (ARUPLO) Guidelines:

Population	Minimum	Average per capita Range
< 1,000	7,500 volumes	
1,000 – 5,000	10,000 volumes	3 – 5 volumes
5,000 – 10,000	20,000 volumes	3 – 4 volumes
10,000 – 35,000	30,000 volumes	3 volumes
35,000 or greater population (Large urban/rural library system)	70,000 volumes	3 volumes

6.3 Periodical Collections

Number of periodical subscriptions based on population from ARUPLO Guidelines

Population	Minimum
1,000 – 5,000	10
5,000 – 10,000	40
10,000 – 35,000	80
35,000 or greater	100

6.4 Audio-Visual/Non-Print Collection

Based on *Ontario's ARUPLO Guidelines for Rural/Urban Public Library Systems*, the recommended number of audio-visual materials based on population is:

Population	Minimum
1,000 – 5,000	350
5,000 – 10,000	500
10,000 – 35,000	2500
35,000 or greater	3500

or a minimum of10% of the total collection. *(see section 3.4)*

6.5 Databases

6.5.1   Online databases of magazines, newspapers, journals, government documents.

6.6 Collection Performance

6.6.1   The library calculates the following measures annually as part of the evaluation of the collection:

6.6.1.1   ❐ number of items added to the book collection per capita

6.6.1.2   ❐ number of items added to the A-V collection per capita

6.6.1.3   ❐ circulation per capita

6.6.1.4   ❐ circulation per FTE staff

6.6.1.5   ❐ turnover rate

6.6.1.6   ❐ percentage of total operating expenditures allocated for materials

6.6.1.7   ❐ collection spending per capita

6.6.1.8   ❐ percent of the collection under five years of copyright/publication date

6.6.2   Target rates to achieve:

		Minimum	Goal
6.6.2.1	❐ turnover rate target	2	4
6.6.2.2	❐ circulation per capita target	4	8

6.7 Collection Development Policy

6.7.1   The library collection development policy provides clear criteria on the addition of items to the collection based on:

    6.7.1.1   ❒ cost

    6.7.1.2   ❒ libraries will have a policy that will take into consideration statistical measures and community needs

    6.7.1.3   ❒ publication date – items with a publication date of over 10 years tend not to circulate

    6.7.1.4   ❒ duplication of materials in the collection

    6.7.1.5   ❒ reorder criteria to replace titles

    6.7.1.6   ❒ collaborative purchasing with other libraries in the region to reduce duplication

    6.7.1.7   ❒ Intellectual Freedom

6.7.2   The library's donation policy outlines the criteria of acceptable and unacceptable items for the collection based on age, condition, subject, genres and format.

6.7.3   The donations policy contains:

    6.7.3.1   ❒ a release clause to allow the library to discard or sell unacceptable items

    6.7.3.2   ❒ a policy on the issuing/non-issuing of charitable receipts

    6.7.3.3   ❒ a requirement for appraisal by a qualified appraiser and minimum dollar amount if charitable receipts issued

6.7.4   The collection development policy includes clauses on:

    6.7.4.1   ❒ disposing of collection materials

    6.7.4.2   ❒ addressing challenged materials

    6.7.4.3   ❒ designating materials as rare books

    6.7.4.4   ❒ procedures to follow in case of fire, water or other damage to the collections (disaster policy)

    6.7.4.5   ❒ preservation plan for rare books and locally significant histories

6.7.5   The library promotes the collection in one or more of the following methods:

    6.7.5.1   ❒ weekly columns about new books at the library

    6.7.5.2   ❒ new book displays

    6.7.5.3   ❒ book block rotations to community partners

    6.7.5.4   ❒ email newsletters to patrons regarding new materials

    6.7.5.5   ❒ website, blogging or other internet technologies

    6.7.5.6   ❒ hosting events featuring authors or themes of interest

    6.7.5.7   ❒ attending wellness fairs to display sample materials available

6.7.5.8 ❒ book talks to schools and community groups

6.7.6 Libraries wishing to review collection-use criteria by format and collection might consider accessing *Crew: A Weeding Manual for Modern Libraries (2008)*. Texas State Library and Archives Commission: http://www.tsl.state.tx.us/ld/pubs/crew.

7 Technology

Technology is an increasingly important component of library service as information resources move online. Note: Libraries with an ILS (Integrated Library System) housed onsite have additional technology standards as noted below. Branch libraries with an off-site ILS may have some listed standards such as "Technology Plan" or "Web Presence" administered through their headquarters.

7.1 Technology Plan

7.1.1 ☐ The library has a written plan for sustaining technology and using it to support services.

7.1.2 ☐ The technology plan includes a hardware and software replacement policy and allocation of funds to ensure currency.

7.1.3 ☐ Where the library houses an ILS system onsite, the technology plan includes a contingency for switching ILS systems/vendors (and associated costs) should the need arise.

7.2 Infrastructure

7.2.1 ☐ Physical or logical separation of staff and public sides of the library network.

7.2.2 ☐ High-speed Internet is accessible from the library network (both staff and public sides).

7.2.3 ☐ Wireless access to public side of the library network.

7.2.4 One public workstation per 1,000 population (workstation includes Internet access, Online Public Access Catalogue (OPAC) access, word processor, spreadsheet).

7.2.5 ☐ One circulation workstation for each concurrently scheduled circulating staff.

7.2.6 ☐ One staff workstation per one Full Time Employee (FTE).

7.2.7 ☐ Printer for public use.

7.2.8 ☐ Printer for staff use.

7.2.9 ☐ Adequate electrical outlets and surge protection.

7.2.10 The library ensures access to its services and resources for users with disabilities by providing assistive technology such as:

    7.2.10.1 ☐ magnification devices or software

    7.2.10.2 ☐ keyboards with big print letters or raised Braille equivalents (note: available in Canada at Argo.com - Vancouver, Edmonton, Montreal, Toronto; specialneedscomputers.ca - St. Catherines, ON

    7.2.10.3 ☐ large screen monitors

7.2.11 ☐ Public-use photocopy machine or ability to scan/print from a dedicated (non-bookable) workstation.

7.2.12 ❒ Where the library houses an ILS system onsite, recommend the ILS server is used exclusively for server functions.

7.3 IT Procedures Manual

7.3.1 Where the library houses an ILS onsite, the library maintains an IT (Information Technology) procedures manual detailing contact information, solutions to common problems and equipment service histories. The IT manual may also include:

    7.3.1.1 ❒ a description of backup procedures

    7.3.1.2 ❒ a section on Disaster Recovery procedures to restore access to the ILS

    7.3.1.3 ❒ information on any custom configurations or settings of the ILS

    7.3.1.4 ❒ location of off-site backups

7.4 Web Presence

7.4.1 The library maintains a web site providing the following information at minimum:

    7.4.1.1 ❒ hours of operation

    7.4.1.2 ❒ how to contact the library

    7.4.1.3 ❒ a link to the library's online catalogue

    7.4.1.4 ❒ Subscription databases

    7.4.1.5 ❒ eLibraries Manitoba http://elm.lib.overdrive.com/

7.5 Staff Training

7.5.1 ❒ A designated staff member is trained in information technology with primary responsibility for computer technology ("Systems Administrator").

7.5.2 ❒ The library has access to person(s) trained to support computer hardware and software, and staff are trained on basic network maintenance and support.

7.5.3 ❒ The library has provision in the budget for ongoing staff technology training. *(see section 3.6.9)*

7.5.4 ❒ Library staff has basic training on searching the Internet, word processing, spreadsheets, online databases and the ILS.

7.5.5 ❒ Library staff are able to train the public to use and evaluate electronic information resources.

7.5.6 ❒ The Systems Administrator is responsible for building and maintaining the library's web site, OR The Systems Administrator is the library's point of contact with a third party contracted to build and maintain the library's web site.

7.5.7 ❒ The Systems Administrator is responsible for managing updates to the library's computer operating systems, virus scanners and other software.

7.5.8 Where the library houses an ILS system onsite:

7.5.8.1 ❒ the Systems Administrator is responsible for ensuring day-to-day operation of the ILS

7.5.8.2 ❒ the Systems Administrator is responsible for backing up the ILS and regularly testing the backups

7.5.8.3 ❒ the Systems Administrator is the primary contact with the ILS tech support system

7.5.8.4 ❒ the Systems Administrator is responsible for managing updates to the ILS, the server hardware and operating system

8   Personnel

A library's greatest resource is its personnel who deliver its valued products and services to the community.

8.1 Personnel Policy

8.1.1   The library has board-approved personnel policies in place that are consistent with:

  8.1.1.1   ❐ Provincial labour standards
                 http://www.gov.mb.ca/labour/standards

  8.1.1.2   ❐ Federal labour standards http://www.hrsdc.gc.ca.

8.1.2   The library's personnel policies include:

  8.1.2.1   ❐ job descriptions for employees and volunteers

  8.1.2.2   ❐ performance appraisals for employees

  8.1.2.3   ❐ qualifications for staff positions

  8.1.2.4   ❐ working hours

  8.1.2.5   ❐ benefits; conditions of employment

  8.1.2.6   ❐ grievance procedures

  8.1.2.7   ❐ orientation of new staff

  8.1.2.8   Emergency procedures addressing:

    8.1.2.8.1   ❐ severe weather and flooding

    8.1.2.8.2   ❐ fire, building damage, threats

    8.1.2.8.3   ❐ illness or medical emergencies

    8.1.2.8.4   ❐ disturbed or disruptive individuals

    8.1.2.8.5   ❐ planned drills on emergency procedures

    8.1.2.8.6   ❐ training on emergency equipment such as fire extinguishers

  8.1.2.9   Continuing education for staff including:

    8.1.2.9.1   ❐ reimbursement policy for professional development events

    8.1.2.9.2   ❐ reimbursement policy for professional association membership

8.1.3   ❐ The Personnel Policy has been reviewed within the past 3 years.

8.1.4   ❐ The Personnel Policy is available to all staff members.

8.2 Personnel Roles

8.2.1   ❐ The library board employs a paid library director responsible for the administration of library services.

8.2.2   ❐ The director is responsible for hiring, training, and releasing all staff.

8.2.3   The director, supported by the staff:

8.2.3.1   ❐ implements policies of the board

8.2.3.2   ❐ engages in strategic planning

8.2.3.3   ❐ assesses community/user needs

8.2.3.4   ❐ sets objectives

8.2.3.5   ❐ evaluates and measures effectiveness of library programs

8.2.3.6   ❐ recommends policy to the board

8.2.3.7   ❐ manages the library

8.2.3.8   ❐ carries out effective collection development practices (including selection and weeding)

8.2.3.9   ❐ provides guidance in the use of all library resources

8.2.3.10   ❐ provides reference and Readers Advisory services

8.2.3.11   ❐ maintains awareness of, and implements emerging technologies for the benefit of library patrons

8.2.3.12   ❐ makes use of new electronic tools for communication/promotion

8.2.3.13   ❐ utilizes appropriate problem-solving and decision-making skills to further the goals and objectives of the library

8.2.3.14   ❐ adapts to new ideas and changing methods in order to offer improved library service

8.2.3.15   ❐ markets library services to the entire community

8.2.3.16   ❐ communicates positively and effectively

8.2.3.17   ❐ projects an image of competence and courtesy to the public

8.2.3.18   ❐ works effectively with board members, staff and colleagues

8.2.3.19   ❐ works within political and social structures of the community

8.2.3.20   ❐ makes effective use of library development resources

8.2.3.21   ❐ keeps current with relevant provincial and federal legislation

8.3 Personnel Qualifications

8.3.1   Standard formal qualifications in the library profession include:

Masters of Library (and Information) Science (MLIS/MLS):

2 year graduate program

Available in Nova Scotia, Ontario, Alberta and British Columbia

Bachelor of Library and Information Science (BLS/BLIS):

Limited availability in Canada

Closest availability: Ontario

Library Technician Diploma:

Two year community/technical college degree

Available at most community/technical colleges

Closest availability: Red River Community College, including distance education component http://me.rrc.mb.ca/Catalogue.

Library Certificate:

Typically one year community/technical college library core-courses

Limited availability

8.3.2   While availability of formally qualified personnel in smaller communities is limited, generic skills cited in the position posting may include:

    8.3.2.1   ❑ effective communication skills

    8.3.2.2   ❑ professional ethical standards and social responsibility

    8.3.2.3   ❑ project management skills

    8.3.2.4   ❑ critical, reflective and creative thinking

    8.3.2.5   ❑ problem-solving skills

    8.3.2.6   ❑ ability to adapt in a changing environment

    8.3.2.7   ❑ ability to build partnerships and alliances

    8.3.2.8   ❑ effective team relationship skills

    8.3.2.9   ❑ self management skills

    8.3.2.10   ❑ commitment to life-long learning

    8.3.2.11   ❑ relevant information and communications technology skills

    8.3.2.12   ❑ appropriate information literacy skills

8.3.3 The following chart offers suggested personnel hours and qualifications of the Library Director. Libraries without on-site IT staff may have access to IT expertise from headquarters or local computer businesses.

Population	Recommended (Hrs worked/Qualifications)	Enhanced	Excellent
Up to 1,200	Open hours + 1 hour per open day High School diploma	Open hours + 1.5 hours per open day High School diploma 3 years library experience	Open hours + 2 hours per open day High School diploma 5 years library experience
1,201 – 3,000	Open hours + 1 hour per open day High School diploma	Open hours + 1.5 open hours per day High School diploma 3 years library experience	Open hours + 2 open hours per day Library Technician 5 years library experience
3,001 – 5,000	0.35 FTE/1000 population High School diploma	0.5 FTE/1000 population Library Technician 3 years library experience	0.7 FTE/1000 population Library Technician 5 years library experience
5,001 - 10,000	0.35 FTE/1000 population Library Technician	0.5 FTE/1000 population Library Technician 3 years library experience	0.7 FTE/1000 population 1 MLS* 5 years library experience
10,001 - 20,000	0.35 FTE/1000 population 1 MLS IT staff on site	0.5 FTE/1000 population 1 MLS 3 years library experience IT staff on site	1.0 FTE/1000 population 2 MLS 5 years library experience - IT staff on site
20,001 +	0.35 FTE/1000 population 1 MLS IT staff on site	0.5 FTE/1000 population - 2 MLS 3 years library experience IT staff on site	0.7 FTE/1000 population 3 MLS 5 years library experience - IT staff on site

* Masters of Library Science

8.4   Professional Development

8.4.1   ❏ Opportunity is provided for staff members to participate in appropriate continuing education activities supported, where practical, through paid leave, release time, fee reimbursement, expenses, etc.

8.4.2   ❏ The library director and personnel are provided with opportunity to attend library conferences.

8.4.3   The library supports:

8.4.3.1   ❏ Manitoba Library Community Associations through membership and professional development event attendance

8.4.4   ❏ The library investigates online resources and webinars as an economical means of professional development for staff and trustees (i.e. TechSoup, Library Junction).

8.4.5   ❏ Where possible, the library supports personnel in upgrading their skills through registration in individual Library Technician courses via Red River Community College.

8.5   ❖ Working Conditions

8.5.1   The library is in compliance with The Workplace Safety and Health Act http://www.safemanitoba.com/ including provisions for:

8.5.1.1   ❏ working alone

8.5.1.2   ❏ basic First Aid and flashlight

8.5.1.3   ❏ emergency situations/contacts

8.5.1.4   ❏ dealing with difficult patrons

8.5.1.5   ❏ harassment

8.5.2   ❏ Library staff have salaries, hours and benefits comparable to other community positions requiring similar education preparation and job assignments.

8.5.3   ❏ Library staff are provided with ergonomic furniture and safe working equipment.

8.5.4   ❏ At minimum, one computer in the library is dedicated to staff use only.

8.5.5   ❏ Where the library uses volunteers to enhance public library service, volunteers are not a substitute for paid staff.

9 Financial Accountability

9.1 ❖ Records

Under the Public Libraries Act, public library boards are responsible for keeping accurate financial records, which are to be audited annually. Revenue and expenditures reported in the audited financial statement is public information, published annually as provincial library statistics. Library boards use the provincial statistics for peer benchmarking purposes.

9.1.1 ❐ The library has a budgeting calendar identifying deadlines for applications for grants, reports and annual budgets.

9.1.2 ❐ The library has a cash flow spread sheet or ledger to monitor revenue and expenditures.

9.1.3 ❐ The library's financial policies include control measures for petty cash and allowable expenditures.

9.1.4 ❐ The library's financial policies designate library board positions with signing authority.

9.1.5 ❐ The library's financial policies authorize the head librarian to spend a designated amount without board authorization on specific types of expenditures.

9.1.6 ❐ The library's financial policies outline the procedures for selecting an auditor.

9.1.7 ❐ ❖ Under the Public Sector Compensation Disclosure Act *http://web2.gov.mb.ca/laws/statutes/ccsm/p265e.php*, organizations are required to disclose compensation of $50,000 or more paid to individual board members, administrator or employees. In these cases, the library's audited financial statement includes a declaration of compensation including names, titles, and the amount of compensation, as required by the Act.

9.1.8 The library follows the records retention policies of their local municipality. An example of records retention is available under the Guidelines on the Retention and Disposition of School Division/District Records http://www.edu.gov.mb.ca/k12/docs/policy/retention/retention.pdf

10 Schedule of Accounts for Rural Manitoba Libraries

The following recommendations were compiled by the Institute of Chartered Accountants of Manitoba, Manitoba Intergovernmental Affairs, auditors and Manitoba public library administrators. For a detailed list of the Schedule of Accounts recommended by PLS Branch, see Appendix A.

10.1 Schedule of Operating Revenue and Expenditures

10.1.1   Operating revenue and expenses identify daily or reoccurring expenses associated with the operation of the library.

10.1.2   The library's financial policies itemize sources of income by specific fund accounts for:

10.1.2.1   ❏ municipal, provincial, and federal grants

10.1.2.2   ❏ all sources of library generated funds

10.1.2.3   ❏ all sources of donated funds

10.1.3   ❏ The library's financial policies itemize the operating expenditure accounts and define the acceptable expenditures under each account.

10.1.4   ❏ The library's financial statement clearly identifies the expenditures of all provincial library-related operating grants.

10.1.5   ❏ The library's operating budget excludes building and renovation expenditures.

10.1.6   ❏ The library's operating budget itemizes expenses included in the rent on a municipally-owned building.

10.1.7   ❏ Libraries prepare their collection's budget.

10.2 Capital Revenue and Expenditures

10.2.1   Financial resources used to renovate, upgrade and construct library facilities require a capital budget and schedule of accounts. Capital expenditures are ineligible to be included in the library's operating budget and the Provincial Operating (matching) Grant.

10.2.2   The library's financial policies itemize sources of income for land and building projects by specific fund accounts for:

10.2.2.1   ❏ municipal, provincial, and federal grants

10.2.2.2   ❏ library generated funds

10.2.2.3   ❏ all sources of donated funds

10.2.3   ❏ The library's financial policies itemize capital accounts and define the acceptable expenditures under each account.

10.2.4   ❏ The library's financial statement clearly identifies capital-related grants (building, land) and other revenues and the corresponding expenditure lines.

10.2.5   ❏ The library's capital budget excludes operating expenditures.

10.3 ❖ Goods and Services Tax (GST)

10.3.1 This federal tax paid on goods and services purchased by the library can create confusion on financial statements. Please review these standards with your accountant/bookkeeper/treasurer and auditor.

10.3.2 ❒ The library's auditor has confirmed the municipal or non-profit status of the library for GST rebate purposes.

10.3.3 ❒ The library's financial policies specify the municipal or non-profit status of the library for accounting purposes.

10.3.4 The library records GST paid and rebated as follows:

    10.3.4.1 ❒ the amount of GST paid to the federal government is recorded as: *Amounts Receivable/GST Input (credit)*

    10.3.4.2 ❒ the amount of GST rebate paid to the library by the federal government is recorded as: *Amounts Receivable/GST Rebate (debit)*

    10.3.4.3 ❒ GST rebate is not recorded as revenue and GST paid is not recorded as an expense.

10.4 ❖ Audit

10.4.1 The library's audited financial statement includes the following declaration verified by the auditor:

    10.4.1.1 Clause 20 (1) of the Public Libraries Act
http://web2.gov.mb.ca/laws/statutes/ccsm/p220e.php#20
regulates the meeting of library boards as follows:

    Bi-monthly meetings.

    20(1)   The board shall meet at least six times in each year; and at least one month but not more than two months shall elapse between regular meetings of the board in each year and between the last regular meeting in each year and the first meeting in the next year; but nothing herein prevents the holding of a special meeting as hereinafter provided.

10.4.2 According to the official minutes of the (Name of Library), I (confirm/cannot confirm) the meeting of the requirements as stated in the Act.

11 Joint-Use Libraries

11.1 Joint-Use Facility

11.1.1 Joint-use or "co-located" library facilities refer to public library services housed with other organizations. In Manitoba this typically includes public schools, municipal offices, recreation facilities, community drop-in centres, archives and museums. Administration of joint-use libraries involves special considerations beyond those of single-use facilities:

11.1.1.1 ❏ community support for co-location is ascertained prior to establishment through public meetings, focus groups, community needs assessment, etc.

11.1.1.2 ❏ facility is viewed as a community space by the majority of the citizens

11.1.1.3 ❏ facility is in a high traffic area

11.1.1.4 ❏ library entrance is visible and directly accessible from the street

11.1.1.5 ❏ separate library parking is located adjacent to the public library entrance

11.1.1.6 ❏ level of service is equal to or better than two separate facilities

11.1.1.7 ❏ public library space is integrated into the facility rather than a shared space

11.1.1.8 ❏ partners clearly define their separate mission and service mandates

11.1.1.9 ❏ the public library can be part of a larger regional library system for increased support

11.1.1.10 ❏ the public library can be governed by a regional library board with representation from several municipalities

11.1.1.11 ❏ a well-planned marketing and public awareness program encourages library use and visibility

11.2 ❖ Joint–Use Library Agreements

11.2.1 To ensure a smooth partnership, considerable planning must precede the joint-use agreement. The joint-use agreement defines:

11.2.1.1 ❏ operational hours for the public library including weekend, holidays and evening

11.2.1.2 ❏ responsibility for staff scheduling

11.2.1.3 ❏ delegation of operational costs

11.2.1.4 ❏ areas of the building to be used jointly

11.2.1.5 ❏ conflict resolution process

11.2.1.6 ❏ policies regarding membership privileges

11.2.1.7 ❏ policies regarding maintenance responsibilities

11.2.1.8   ❐ policies regarding facility and staff security

11.2.1.9   ❐ policies regarding collection development responsibilities in a joint-use public/school library

11.2.1.10   ❐ policies on regular communication and evaluation of the partnerships

11.2.1.11   ❐ policies outlining planned cooperation between public library staff and partner staff

11.2.1.12   ❐ policies on annual reporting to the stakeholders, including highlights of measurable results and recommendations for improvement of the service

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