

Present:

Absent with Notice:

**1. Approval of Agenda**

**2. Board Feedback**

a.

**3. Consent Agenda**

a. Approval of Minutes of April 17, 2018 meeting

b. Items for Information

i. Correspondence

1. Minister of Municipal Affairs – Snacks in the Stacks

2. City of Camrose – Snacks in the Stacks

3. Carstairs Library congratulations

ii. Other

1. ALTA Lorne MacRae Intellectual Freedom Award

2. Winning ad

c. Reports

i. Carley Angelstad – ALC report

ii. Nicole Bannick – ALC report

iii. Librarian's Report

iv. Program Report

v. Statistics

**4. Items for Decision**

a.

**5. Items for Discussion**

a. Bylaw 2993-18 City of Camrose Council Code of Conduct

b. CFLA Indigenous Knowledge Statement

c. Fine elimination

i. Elimination of Fines – some Alberta Libraries weigh in

ii. Elimination of Fines – Nunavut \* not included in package

iii. Auto-renewal system begins at Hennepin County libraries

iv. Camrose Fines and Donations

**6. Adjournment**

Next regular Board meeting: June 19, 2018 at 5:00 PM

Present: Al Corbett, Kaye Rud, Krista Larocque, Agnes Hoveland (City), Susanna Bruneau, Trevor Miller (County), Katherine Schwaiger, Elizabeth Luck (Chair), Deb Cryderman (Director)

Absent with Notice:

1. **Approval of Agenda Motion 15/18 M/S/C S. Bruneau/A. Corbett.** Passed.
2. **Board Photo**
3. **Board Feedback**
  - a. Elizabeth Luck
    - i. The Booster's Lori Larsen wrote a lovely article about the library's 2017 statistics
    - ii. The volunteer tea was attended by 16 volunteers. Feena did a lovely job recognizing each of them for their contributions
    - iii. The Camrose Public Library Board has won the Alberta Library Trustees Association 2018 Award of Excellence. The award will be presented to Elizabeth Luck and Susanna Bruneau at the AGM in Jasper on Friday, April 27, 2018.
  - b. Agnes Hoveland
    - i. Municipal Affairs has awarded the Camrose Public Library Board the Award for Excellence in Public Library Service. The award will be presented to Elizabeth Luck during lunch at the Alberta Library Conference on Friday, April 27, 2018.
4. **Consent Agenda Motion 16/18 M/S/C K. Rud/K. Larocque.** Passed.
  - a. Approval of Minutes of March 20, 2018 meeting
  - b. Items for Information
    - i. Correspondence
      - 1.
    - ii. Other
      1. ALTA Award of Excellence
  - c. Reports
    - i. Librarian's Report
    - ii. Program Report
    - iii. Statistics
5. **Items for Decision**
  - a. Waiving of Fees and Fines Policy **Motion 17/18 M/S/C T. Miller/A. Corbett.** Passed.
  - b. Selection, Acquisition, and Disposition of Materials Policy **Motion 18/18 M/S/C A. Corbett/K. Rud.** Passed.
6. **Items for Discussion**

- a. **Fees and Fines.** Deb will gather information from libraries who've chosen to waive fees and fines including:

- i. Their philosophy behind doing so
- ii. The benefits of doing so
- iii. The cost of doing so
- iv. If items not being returned have increased
- v. Are staff still necessary for overdue calls and letters

Deb will also write an article about fees and fines for an upcoming Camrose Canadian BiblioFiles.

## **7. Adjournment**

Next regular Board meeting: May 15, 2018 at 5:00 PM



ALBERTA  
MUNICIPAL AFFAIRS

*Office of the Minister  
MLA, Leduc-Beaumont*

AR93466

APR 04 2018

Ms. Elizabeth Luck  
Chairperson  
City of Camrose Library Board  
c/o Camrose Public Library  
4710 - 50 Avenue  
Camrose AB T4V 0R8

Dear Ms. Luck,

I am pleased to inform you the City of Camrose Library Board has been selected for one of four 2018 Minister's Awards for Excellence in Public Library Service for your Snacks in the Stacks program.

The award will be presented at the Alberta Library Conference in Jasper on Friday, April 27, 2018, during the lunch hour. Municipal Affairs is providing accommodation, conference registration (excluding pre-conference sessions), travel costs, and meal reimbursement, at standard government rates for one person, from the winning library to attend the conference from April 26-29, 2018. The Public Library Services Branch will contact you with details prior to the event.

Congratulations on winning this award. Thank you for providing excellent and innovative public library service to your community.

Sincerely,

Hon. Shaye Anderson  
Minister of Municipal Affairs

cc: Bruce Hinkley, MLA, Wetaskiwin-Camrose  
Mayor Norman Mayer, City of Camrose  
Deborah Cryderman, Library Manager, Camrose Public Library





The City of  
**Camrose**

5204 – 50 Avenue, Camrose, Alberta T4V 0S8 PH. (780) 672-4426 FAX (780) 672-2469

April 17, 2018

Ms. Elizabeth Luck  
Chairperson  
City of Camrose Public Library Board  
c/o Camrose Public Library  
4710 – 50 Avenue  
Camrose, AB  
T4V 0R8

Dear Ms. Luck,

**Re: 2018 Recipient Minister's Awards for Excellence in Public Library  
Services – Snacks in the Stacks Program**

On behalf of Camrose City Council, as Mayor please accept our congratulations on your nomination for the 2018 Minister's Awards for Excellence in Public Library Service for your Snacks in the Stacks program.

This recognition validates the support and the success of the Program.

I am not able to attend the presentation at the Alberta Library Conference in Jasper on Friday, April 27, 2018. Congratulations on winning this award. Thank you for providing excellent public library service to our community.

Yours truly,

***The City of Camrose***

Norman Mayer  
Mayor

cc: Deborah Cryderman, Library Manager, Camrose Public Library

Hi Deb,

You congratulated me on our Minister's Award and I was so focused on mentioning the *Session on Digital Literacy for Seniors* and the *Shuttle Bus Service* that I totally missed congratulating you on your libraries multiple awards....ALTA's Award of Excellence, Minister's Award of Excellence and Carley's Lorne MacRae Intellectual Freedom Award!!! I felt so bad when I thought of it later that night!

I have to also mention that I admire your passion to provide barrier-free full service to your community and how hard you work to make that happen; thinking outside the box and being super creative. I can see that all of that totally rubs off on the good people you have working at Camrose!! The awards received were so very deserved by yourself and staff but especially by you as you are an excellent leader and mentor! We want to be just like Camrose on a smaller scale 😊

Have an awesome day!

Joanne

Joanne Merrick, Library Manager  
Carstairs Public Library  
Box 941, Carstairs, AB T0M 0N0  
403-337-3943



ALBERTA LIBRARY  
TRUSTEES' ASSOCIATION

## 2018 Lorne MacRae Intellectual Freedom Award

Presented to Carley Angelstad

For your Albert Library Conference presentation,

**"Seniors Need Hook-Up Apps Too: Tech without Age**

***Congratulations Carley!***

*The Lorne MacRae Intellectual Freedom Award is presented annually at the Alberta Library Conference to recognize and exemplify the values and beliefs of Lorne MacRae and encourages, enlightens and empowers the importance of Intellectual Freedom.*

*For Lorne MacRae "the issue of intellectual freedom has never been confined to the realm of public education and libraries. He sees this issue as integral to a higher moral order which must operate within a society in order for democracy to flourish."*

*Lorne MacRae, first recipient of the John Steinbeck/Sandpiper Books Award served the cause of libraries and education with the Calgary Board of Education. He served on the executive of various library boards and associations, provincially and nationally.*

*Lorne received the Learning Resources Council (Alberta Teachers Association) Award of Merit for provincial contribution to the development of school libraries as well as the Margaret B. Scott Award of Excellence for sustained national contribution to school libraries. In 1994, the Learning Resources Council established the Lorne MacRae Intellectual Freedom Fund. This tribute much touched him as it represented his deep beliefs.*

*They also noted that, "his high regard for intellectual freedom, his respect for public and continuing education, his personal quest to be a life-long learner, his passionate belief in the value of children and youth, his deep concern for a growing sense of intolerance and fear of others' beliefs and values have all served to guide his work and life."*

# 2018 Lorne MacRae Intellectual Freedom Award

Presented to Carley Angelstad

Saturday, April 28<sup>th</sup>, 2018  
3:00 – 4:00 p.m.

## **H8 Seniors Need Hook-Up Apps Too: Tech without Age – Carley Angelstad**

This presentation will outline what digital literacy is and how increasing seniors' digital literacy skills can have a positive social impact in your community and in your library. Debunk the myth that seniors are unwilling and unable to learn about technology and explore a variety of ways to incorporate technology and digital literacy into library programming.

### *Learning Objectives:*

- Understand more about digital literacy and why it is an important skill for seniors
- Consider how your library can engage seniors in digital literacy through programming and library technology



# ...IS WINNING!

Camrose Public  
LIBRARY

  
**SNACKS**  
  
IN THE  
**STACKS**

Camrose Public Library won the **Minister's Award for Excellence** for the Snacks in the Stacks program. Thank you to everyone who has donated time, talent, and treasure to help feed children in our community.

**HIP HIP  
HOORAY!**  
Camrose Public Library board has won the **Alberta Library Trustees Association Award of Excellence**

**YOU'RE  
AWESOME  
CARLEY!**

Library employee Carley Angelstad has won the **Lorne MacRae Intellectual Freedom Award**. It's given to recognize the importance of intellectual freedom, access, innovations, and issues affecting our libraries and communities.

*Thanks to everyone who contributes to the ongoing success of the Camrose Public Library!*

Carley Angelstad  
May 2, 2018

## ALC 2018- Report to the Board

Thank you for once again sending me to the ALC in Jasper. As always, the Alberta Library Conference was filled with innovative, creative and exciting ideas and I'm excited to bring that inspiration back to Camrose and our library.

The Friday keynote by Ferguson Library director Scott Bonner was inspiring and a strong call to action while the Saturday keynote by Nobel Peace Prize nominee Sheila Watt-Cloutier spoke to the power of leadership and global change.

I also had many networking opportunities such as attending the Opening Reception and the Closing Social and Dance. I met librarians from around Alberta and was inspired by all the innovative and exciting ways that their libraries are engaging in community development and social justice.

While at the ALC, I also attended a number of sessions regarding technology and community engagement. These included sessions on how to engage communities in makerspaces, how to develop escape rooms as a cultural and social experience, how to organize Indigenous events in a respectful and responsible way and an engaging presentation on upcoming book titles for book clubs.

As well, I had the opportunity to present "Seniors Need Hookup Apps Too: Tech Without Age" during one of the breakout sessions. This was an immense opportunity that I am very grateful for. The session was attended by about 40 participants and I received a lot of positive feedback and interest in developing technology and digital literacy programming for seniors at other libraries. I also received the Lorne MacRae Intellectual Freedom Award from ALTA, which was a great honour.

Looking forward, I plan to develop a "breakout box" program (an escape room in a box) for youth aged 9-14 and organize more "pop-up" outdoor programming on the library lawn. I will also be facilitating staff training on our online e-Resources and our 3D printer and collaborating with staff to ensure patrons always feel welcome and comfortable in library spaces. I will also be actively looking and applying for grants to purchase new iPads, which will allow us to expand our makerspace and be more accessible to our very young and (a little bit) older patrons.

## ALC 2018 Report to the Board

I'd like to extend my thanks to the board for sending me to ALC again this year. The PD and networking that happens there is invaluable, as is the inspiration that board members and staff gain from a weekend with peers.

I attended a preconference session on the importance of play for healthy development in children and for mental and social health in adulthood. My takeaway from this session is inspiration for way that we can implement play every day in the library and in our programming rather than always focusing on goal-based activities. Play for play's sake is a great way for kids to learn and grow.

Other sessions that I attended focused on various barriers to service, be they due to a disability or social marginalization. I learned about ways that we can break down barriers to service for disabled people by simply changing the language we use on a daily basis, alongside more complex solutions like changing our signage and shelving. I was introduced to ways of bridging generation gaps, promoting intergenerational relationships, and helping to ease social isolation with simple yet engaging programs. I was also given an intro to selecting and deselecting indigenous picture books.

Two interns from Edmonton Public Library facilitated one of the best sessions I attended. In their year with EPL, they researched and implemented a customer service mapping project which followed 70 library patrons throughout basic library services like obtaining a library membership, checking out an ebook, or placing a hold on an item. A customer service map for each transaction is generated by asking the patron a series of questions: what they were expecting at each stage, how they felt about each stage as it happened, and how the "touch point" was rated on a scale from delightful to painful. The painful touch points were then plotted on a form for staff to review and comment on, which yielded a customer service blueprint with potential solutions and logistical constraints. Sometimes the solution was more PD for staff, or customer service training, sometimes it may be tweaking library policy or updating the library's technology. This method has value even without the customer interview, because I'm certain all staff would be able to come up with ideas of sticking points that patrons have had in the past.

I presented a small, 10 minute talk in one of the "Lightning Strike" sessions. The title of my presentation was "From Collections to Collective: Libraries as community builders. I spoke briefly about how libraries need to build and maintain meaningful community connections. I used examples from our programs and services to show how partnerships with other education organizations, service organizations, and local businesses is an integral part of a responsive network of supports needed to create a resilient community. I also stressed how libraries need to be more than sources of information **about** community organizations; we need to be vocal advocates **for** community organizations.

Please let me know if you would like more information on any of the sessions I attended. I'll happily transcribe my notes into a form that would make sense, chat on the phone with you, or come speak at a board meeting!

Submitted by Nicole Bannick

May 7, 2018



*Scott Bonner*



*Lorne MacRae Award*



*Carley Angelstad*



*Elizabeth Minister's Award*



*Veronica, Jenn, Jessie, Morgan, Liana, Jennifer*



*Elizabeth Bagdan*

## Alberta Library Conference 2018

I had another wonderful year at the Alberta Library Conference, in fact it may have been the best year yet (and not just because I'm on the committee).

Both keynote speakers were inspiring. Scott Bonner spoke to us as librarians doing what librarians do: serve people, connect people to services, give people a space that makes them feel welcome, valued, and safe. I was proud to hear him speak so highly of my chosen profession. Sheila Watt-Cloutier spoke of leadership and change on a global scale. Although important, I didn't enjoy her presentation as much as Scott's. As much as she is a professional speaker, Scott was honest and humble and spoke of potato chips and fire extinguishers.

My session presentation, with ALTA president Laura Ross-Giroux, went surprisingly well. Her part of the presentation provided the legislation that guides policy, while my part shared the stories. Buoyed on Scott's presentation, I was pleased to hear myself sharing the silly, the funny, the fun, and the heartbreaking experiences that are the result of many of our policies, or that are the reason those policies are in place.

The remainder of my sessions focussed on service, often to underserved patrons. JPL provided a really lovely breakdown of their customer service philosophy; EPL interns presented about their customer experience and the "pain points" in the service experience; and another EPL presenter



spoke about their intergenerational programs based on objects from both the past and popular culture (as a basis of conversation between generations). MacEwan university grads shared their pop-up makerspace experience, both with technology and without. Finally, my favourite session: Seniors Need Hook-Up Apps, too: Tech Without Age was presented by our very own Carley Angelstad and began with the presentation of the Lorne MacRae Intellectual Freedom Award for the barriers she breaks in her work. My heart!

I have been attending the conference in 2007 and have not had the opportunity to walk around the lake or swim in the pool. I found time to do both this year, and most surprising was that I still know how to swim! It certainly didn't hurt that the temperature was in the low 20's most of the weekend.

### Cycling Without Age/Life Cycle

The Hospice Society borrowed Life Cycle for the **2018 Hike for Hospice**. Bill Harder and I are exploring ways for the Hospice Society and the library to partner in information and resource sharing.

The Camrose Public Library is working in partnership with the MS Society and the Beaumont Cycling Without Age to have the Life Cycle participate in the 2018 Johnson MS Bike Leduc to Camrose on June 9 and 10. We have decided to break the journey into six parts based on the checkpoints along the way and have one pilot and one passenger for each leg of the tour. Mike from Beaumont is arranging Pilots for the Leduc to Camrose leg, and I'm arranging Pilots for Camrose to Leduc. The MS Society is arranging 12 passengers. It took no time to find volunteers for our end of the tour. I'll spend the weekend with the tour, taking pictures and promoting the Camrose Life Cycle along the way.

### CTAC meeting

I attended the April 19 CTAC meeting to see what the future of the taxi tokens and community bus is. I don't know that anything was solved at the meeting, but I was grateful for the opportunity to relay our experience which is nothing like any other in Camrose.

### Elizabeth Bagdan

Elizabeth Bagdan, 20 year employee, retired on April 30, 2018. Hiker, birder, traveller, and bringer of pineapple, we sent her off with a Mountain Equipment Coop gift certificate to help fund her next adventure.

### Summer Students 2018

I have hired the cream of the crop of summer students for Summer 2018. They will briefly pop in to our meeting on May 15 to introduce themselves.

**Jennifer Laskosky** – Intergenerational Programmer. She will be coordinating the Life Cycle, continuing with Time Slips and Meaningful Music, and managing Intergenerational Programs.

**Jennifer McDevitt** – Social Media. She will be creating a social media plan for the library (which is currently done haphazardly off the corner of our desks) and doing the bulk of our social media for the summer.

**Veronica Bergsten and Liana Nand** – will be taking care of the Book Bike. They plan to be out and about for regularly scheduled visits around the community as well as the downtown Farmer's Market and various local events.

**Jessie Bennett and Morgan Sorensen** – are back for another year of Summer Reading Club. No strangers to the routine, they've decided to tip it on its head to refresh it this year. They are both also doing 2 Applied Studies courses with the University of Lethbridge in conjunction with the work they are doing here.

All the students will be working together to create the Harry Potter Tea Party, take care of the garden, and fill in for one another as each of them needs a day off here and there. They built the frame of the raised bed garden on their first day (we'll be receiving soil and compost from the City).

**Save the Date: Harry Potter Tea Party, June 20, 2018 (time to be determined)**  
Reminder!



Camrose Public Library  
Programming Report  
April 2018

**CPL Service Responses and Applicable Programs**

*Stimulate Imagination: Reading, Viewing and Listening for Pleasure*

- Regular outreach programming: **55 participants**
- Regular in-house programs: **321 people**
- Snacks in the Stacks: **513 people**
- Programs facilitated by outside groups: **21 people**

**Total for service response 1: 910 participants**

*Create Young Readers: Early Literacy*

- Ongoing in-house programs: **235 participants**
- Ongoing Outreach: **11 people**
- Programs facilitated by outside groups: **20 people**

**Total for service response 2: 266 participants**

*Satisfy Curiosity: Lifelong Learning*

- Outreach to CCHS and care facilities: **102 people**
- Adult Special Events: **20 people**
- Ukulele Lessons: **15 people**
- Ongoing in-house programs: **251 people**
- Tours: **25 people**
- Programs facilitated by outside organizations: **76 people**

**Total for service response 3: 489 participants**

*Welcome to Canada: Services for Newcomers*

- Programs facilitated by outside organizations: **14 people**

**Total for service response 4: 21 participants**

**Total program participation for April 2018: 1679 people. Our YTD total is 13,900 people, which puts us at a 14.5% YTD increase.**

Submitted by Nicole Bannick  
May 7, 2018

	January		February		March		April	
	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons
Adult	35	304	43	675	64	611	46	373
Family	66	748	63	827	56	807	59	871
Children	21	251	22	268	29	358	22	237
Teens	4	37	13	152	12	109	11	173
Other	1	7017	0	0	3	57	1	25
Total	127	8357	141	1922	164	1942	139	1679

Outreach	9	62	12	114	17	124	12	178
In House	118	8295	129	1808	147	1818	127	1501
Total	127	8357	141	1922	164	1942	139	1679

Advocacy	1	7017	0	0	3	57	1	25
Service Responses	126	1340	141	1922	161	1885	138	1654
Total	127	8357	141	1922	164	1942	139	1679

	YTD Totals	
	Programs	Patrons
Adult	188	1963
Family	244	3253
Children	94	1114
Teens	40	471
Other	5	7099
Total	571	13900

Current Cardholder Stats	
City of Camrose	8257
County of Camrose	1246
Other PRL	91
ME	8
TAL	67
Total Cardholders	9669

New Members in March	76
----------------------	----

Outreach	50	478
In House	521	13422
Total	571	13900

# Camrose Public Library

## Monthly Stats

April 2018

Circulation by Residence	Apr 2018	Apr 2017	2018 YTD	2017 YTD	Under/Over 2017	% Chg. Over 2017
City of Camrose	9205	8819	36100	37425	-1325	-4%
County of Camrose	2301	1944	10258	8959	1299	14%
Outside City/County	104	502	1029	1993	-964	-48%
ME	248	296	944	1063	-119	-11%
<b>Total</b>	<b>11858</b>	<b>11561</b>	<b>48331</b>	<b>49440</b>	<b>-1109</b>	<b>-2%</b>

### Selection of Service Responses

1. Stimulate Imagination: Reading, viewing and listening for pleasure
2. Create Young Readers: Early Literacy
3. Satisfy Curiosity: Lifelong Learning
4. Welcome to Canada: Services for newcomers

Programs	April 2018		2018 YTD		Participants		2015 Total	2014 Total
Service Response	Sessions	Participants	Sessions	Participants	2017 YTD	2016 YTD		
1	64	910	275	3937	4,017	1286	note: annual total program participation	
2	23	266	92	1049	1,227	1741		
3	46	464	183	1770	1,782	1776		
4	5	14	16	45	79	42		
Advocacy	1	25	5	7099	5,022	N/A		
<b>Total</b>	<b>139</b>	<b>1679</b>	<b>571</b>	<b>13900</b>	<b>12127</b>	<b>4845</b>	<b>14709</b>	<b>19782</b>

# FRIENDS

OF THE CAMROSE PUBLIC LIBRARY

Join today!

780.672.4217

Friends of the Library is the advocacy/fundraising arm of Camrose Public Library



## Ukulele Lessons

with instructor Ron Mercer

No experience needed. Please call 780.672.4214 to register. Bring your own instrument, or sign up to borrow one of ours. Limited loaner ukuleles available: first come, first served.

First Friday Monthly  
from March to June  
11:00 AM

Summer and Autumn dates TBA.



## Booker's Book Challenge

Kids in grades 1 to 6 can record their home oral reading minutes for a chance to win awesome prizes!

The reading program runs from March 5 to May 28.  
Report your reading on Mondays from 3:30 to 6:00 PM

Email [karengibson681@gmail.com](mailto:karengibson681@gmail.com)  
or call 780.672.0299 to book your session with Booker!



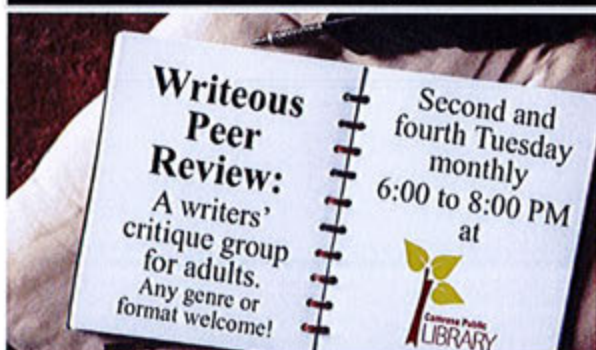
May 29  
6:30 PM  
with discussion  
to follow  
at



Exploring Death  
Through Film



Hospice Society  
OF CAMROSE AND DISTRICT



Coming soon  
to a community  
space near you!

Watch for our  
full schedule!

July and  
August, 2018

## Cycling Without Age

Take a spin on the Life Cycle to give bike rides around Camrose to seniors and those with limited mobility! This program seeks to end social isolation while encouraging active citizenship. If you would like to volunteer as a bike pilot or know someone who could benefit from a bike ride, please call 780.672.4214 for info or visit [cyclingwithoutage.ca/Camrose/](http://cyclingwithoutage.ca/Camrose/) to sign up as a volunteer pilot!



LIFE CYCLE  
- Moving Stories -



Summer fun for  
all ages is coming  
soon! Stay tuned  
for details!

TD  
Summer  
Reading  
Club  
2018

July  
and  
August



Keep an eye on our website and Facebook page for  
more special events and programs!



**BYLAW 2993-18  
OF THE  
CITY OF CAMROSE  
PROVINCE OF ALBERTA**

**A BYLAW OF THE CITY OF CAMROSE IN THE PROVINCE OF ALBERTA TO  
ESTABLISH THE CODE OF CONDUCT FOR MEMBERS OF COUNCIL AND  
COUNCIL COMMITTEES.**

WHEREAS pursuant to section 146.1(1) of the *Municipal Government Act*, a Council must, by bylaw, establish a code of conduct governing the conduct of Councillors;

AND WHEREAS pursuant to section 146.1(3) of the *Municipal Government Act*, a Council may, by bylaw establish a code of conduct governing the conduct of members of Council Committees and other bodies established by Council who are not Councillors;

AND WHEREAS pursuant to Section 153 of the *Municipal Government Act*, Councillors have a duty to adhere to the code of conduct established by Council;

AND WHEREAS the public is entitled to expect the highest standards of conduct from the Members that it elects to Council for the City of Camrose;

AND WHEREAS the establishment of a code of conduct for its Members of Council is consistent with the principles of transparent and accountable government;

AND WHEREAS a Code of Conduct ensures that Members of Council share a common understanding of acceptable conduct extending beyond the legislative provisions governing the conduct of Councillors;

NOW THEREFORE the Council of the City of Camrose duly assembled, hereby enacts as follow:

**1. Title**

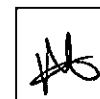
This Bylaw may be cited as the "Council Code of Conduct Bylaw".

**2. Definitions**

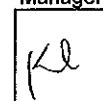
In this Bylaw, words have the meanings set out in the Act, except that:

- 2.1 "Act" means the Municipal Government Act, R.S.A. 2000, c. M-26, and associated regulations, as amended;

Mayor



Deputy  
City  
Manager



- 2.2 "Administration" means the administrative and operational arm of the Municipality, comprised of the various departments and business units and including all employees who operate under the leadership and supervision of the City Manager;
- 2.3 "City Manager" means the Chief Administrative Officer of the Municipality, or their delegate.
- 2.4 "FOIP" means the Freedom of Information and Protection of Privacy Act, R.S.A. 2000, c. F-25, and any associated regulations, and any amendments or successor legislation;
- 2.5 "Investigator" means Council or the individual body established by Council to investigate and report complaints;
- 2.6 "Member" means a member of Council and includes a Councillor or the Mayor and members of Council Committees or other bodies established by Council who are not Councillors;
- 2.7 "Municipality" means the municipal corporation of the City of Camrose.

### **3. Representing the Municipality**

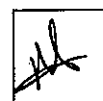
Members shall:

- 3.1 Act honestly and, in good faith, serve the welfare and interests of the Municipality as a whole;
- 3.2 Perform their functions and duties in a conscientious and diligent manner with integrity, accountability and transparency;
- 3.3 Conduct themselves in a professional manner with dignity and make every effort to participate diligently in the meetings of Council, Committees of Council and other bodies to which they are appointed by Council; and
- 3.4 Arrange their private affairs and conduct themselves in a manner that promotes public confidence and will bear close public scrutiny.

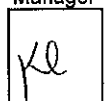
### **4. Communicating on Behalf the Municipality**

- 4.1 A member must not claim to speak on behalf of Council unless authorized to do so.
- 4.2 Unless Council directs otherwise, the Mayor is Council's official spokesperson and in the absence of the Mayor it is the Deputy Mayor. All inquiries from the media regarding the official Council position on an issue shall be referred to Council's official spokesperson.

Mayor



Deputy  
City  
Manager





- 4.3 A Member who is authorized to act as Council's official spokesperson must ensure that their comments accurately reflect the official position and will of Council as a whole, even if the Member personally disagrees with Council's position.
- 4.4 No Member shall make a statement when they know that statement is false.
- 4.5 No Member shall make a statement with the intent to mislead Council or members of the public.

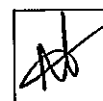
**5. Respecting the Decision-Making Process**

- 5.1 Decision making authority lies with Council, and not with any individual Member. Council may only act by bylaw or resolution passed at a Council meeting held in public at which there is a quorum present. No Member shall, unless authorized by Council, attempt to bind the Municipality or give direction to employees in Administration, agents, contractors, consultants or other service providers or prospective vendors to the Municipality.
- 5.2 Members shall conduct and convey Council business and all their duties in an open and transparent manner other than for those matters which by law are authorized to be dealt with in a confidential manner in an in-camera session, and in so doing, allow the public to view the process and rationale which was used to reach decisions and the reasons for taking certain actions.
- 5.3 Members shall accurately communicate the decisions of Council, even if they disagree with Council's decision, such that respect for the decision-making processes of Council is fostered.

**6. Adherence to Policies, Procedures and Bylaws**

- 6.1 Members shall uphold the law established by the Parliament of Canada and the Legislature of Alberta and the bylaws, policies and procedures adopted by Council.
- 6.2 Members shall respect the Municipality as an institution, its bylaws, policies and procedures and shall encourage public respect for the Municipality, its bylaws, policies and procedures.
- 6.3 A member must not encourage disobedience of any bylaw, policy or procedure of the Municipality in responding to a member of the public, as this undermines public confidence in the Municipality and in the rule of law.

Mayor



Deputy  
City  
Manager



**7. Respectful Interactions with Council Members, Staff, the Public and Others**

- 7.1 Members shall act in a manner that demonstrates fairness, respect for individual differences and opinions, and an intention to work together for the common good and in the furtherance of the public interest.
- 7.2 Members shall treat one another, employees of the Municipality and members of the public with courtesy, dignity and respect and without abuse, bullying or intimidation.
- 7.3 No Member shall use indecent, abusive, or insulting words or expressions toward another Member, any employee of the Municipality or any member of the public.
- 7.4 No Member shall speak in a manner that is discriminatory to any individual based on the person's race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.
- 7.5 Members shall respect the fact that employees in Administration work for the Municipality as a corporate body and are charged with making recommendations that reflect their professional expertise and a corporate perspective and that employees are required to do so without undue influence from any Member or group of Members.
- 7.6 Members must not:
- (a) involve themselves in matters of Administration, which fall within the jurisdiction of the City Manager, as defined above;
  - (b) use, or attempt to use, their authority or influence for the purpose of intimidating, threatening, coercing, commanding or influencing any employee of the Municipality with the intent of interfering in the employee's duties; or
  - (c) maliciously or falsely injure the professional or ethical reputation, or the prospects or practice of employees of the Municipality.

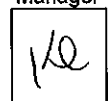
**8. Confidential Information**

- 8.1 Members must keep in confidence matters discussed in private at a Council or Council committee meeting until the matter is discussed at a meeting held in public.
- 8.2 In the course of their duties, Members may also become privy to confidential information received outside of an "in-camera" meeting. Members must not:
- (a) disclose or release by any means to any member of the public, including the media, any confidential information acquired by virtue of their office, unless the disclosure is required by law or authorized by Council to do so;

Mayor



Deputy  
City  
Manager

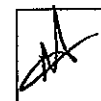


- (b) access or attempt to gain access to confidential information in the custody or control of the Municipality unless it is necessary for the performance of the Member's duties and is not otherwise prohibited by Council, and only then if the information is acquired through appropriate channels in accordance with applicable Council bylaws and policies;
  - (c) use confidential information for personal benefit or for the benefit of any other individual or organization.
- 8.3 Confidential information includes information in the possession of, or received in confidence by, the Municipality, including but not limited to information concerning:
  - (a) the security of the property of the Municipality;
  - (b) a proposed or pending acquisition or disposition of land or other property;
  - (c) a tender that has or will be issued but has not been awarded;
  - (d) contract negotiations;
  - (e) employment and labour relations;
  - (f) draft documents and legal instruments, including reports, policies, bylaws and resolutions, that have not been the subject matter of deliberation in a meeting open to the public;
  - (g) law enforcement matters;
  - (h) litigation or potential litigation, including matters before administrative tribunals; and
  - (i) advice that is subject to solicitor-client privilege.

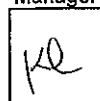
## 9. **Conflicts of Interest**

- 9.1 Members have a statutory duty to comply with the pecuniary interest provisions set out in Part 5, Division 6 of the *Act* and a corresponding duty to vote unless required or permitted to abstain under the *Act* or any other enactment.
- 9.2 Members are to be free from undue influence and not act or appear to act in order to gain financial or other benefits for themselves, family, friends or associates, business or otherwise.
- 9.3 Members shall approach decision-making with an open mind that is capable of persuasion.

Mayor



Deputy  
City  
Manager



- 9.4 It is the individual responsibility of each Member to seek independent legal advice, at the Member's sole expense, with respect to any situation that may result in a pecuniary or other conflict of interest.

#### **10. Improper Use of Influence**

- 10.1 No member shall use the influence of the Member's office for any purpose other than for the exercise of the Member's official duties.
- 10.2 No Member shall act as a paid agent to advocate on behalf of any individual, organization or corporate entity before Council or a committee of Council or any other body established by Council.
- 10.3 Members shall not contact or otherwise attempt to influence members of any adjudicative body regarding any matter before it relating to the Municipality.
- 10.4 Members shall refrain from using their positions to obtain employment with the Municipality for themselves, family members or close associates. Members are ineligible to apply or be considered for any position with the Municipality while they hold their elected position and for one year after leaving office.

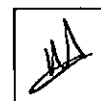
#### **11. Use of Municipal Assets and Services**

- 11.1 Members shall use municipality property, equipment, services, supplies and staff resources only for the performance of their duties as a Member, subject to the following limited exceptions:
- (a) municipal property, equipment, service, supplies and staff resources that are available to the general public may be used by a Member for personal use upon the same terms and conditions as members of the general public, including booking and payment of any applicable fees or charges;
  - (b) electronic communication devices, including but not limited to desktop computers, laptops, tablets and smartphones, which are supplied by the Municipality to a Member, may be used by the Member for personal use, provided that the use is not for personal gain, offensive or inappropriate.

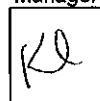
#### **12. Orientation and Other Training Attendance**

- 12.1 Every Member must attend the orientation training offered by the Municipality within 90 days after the Member takes the oath of office.
- 12.2 Unless excused by Council, every Member must attend any other training organized at the direction of Council for the benefit of Members throughout the Council term.

Mayor



Deputy  
City  
Manager



### **13. Remuneration and Expenses**

- 13.1 Members are stewards of public resources and shall avoid waste, abuse and extravagance in the use of public resources.
- 13.2 Members shall be transparent and accountable with respect to all expenditures and strictly comply with all municipal bylaws, policies and procedures regarding claims for remuneration and expenses.

### **14. Gifts and Hospitality**

- 14.1 Members shall not accept gifts, hospitality or other benefits that would, to a reasonable member of the public, appear to be in gratitude for influence, to induce influence, or otherwise to go beyond the necessary and appropriate functions involved.
- 14.2 Members may accept hospitality, gifts or benefits that normally accompany the responsibilities of office and are received as an incident or protocol or social obligation, provided that the value of the hospitality, gift or benefit does not exceed \$100.
- 14.3 Gifts received by a Member on behalf of the Municipality as a matter of official protocol which have significance or historical value for the Municipality shall be left with the Municipality when the Member ceases to hold office.

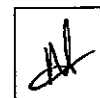
### **15. Election Campaigns**

- 15.1 No member shall use any facilities, equipment, supplies, services, municipal logo or other resources of the Municipality for any election campaign or campaign-related activity.

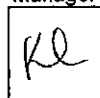
### **16. Informal Complaint Process**

- 16.1 Any person or any Member who has identified or witnessed conduct by a Member that the person or Member reasonably believes, in good faith, is in contravention of this Bylaw may address the prohibited conduct by:
- (a) advising the Member that the conduct violates this Bylaw and encouraging the Member to stop;
  - (b) requesting the Mayor to assist in informal discussion of the alleged complaint with the Member in an attempt to resolve the issue. In the event that the Mayor is the subject of, or is implicated in a complaint, the person may request the assistance of the Deputy Mayor.

Mayor



Deputy  
City  
Manager

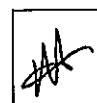


- 16.2 Individuals are encouraged to pursue this informal complaint procedure as the first means of remedying conduct that they believe violates this Bylaw. However, an individual is not required to complete this informal complaint procedure prior to pursuing the formal complaint procedure outlined below.

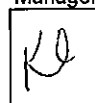
## **17. Formal Complaint Process**

- 17.1 Any person or any Member who has identified or witnessed conduct by a Member that the person or Member reasonably believes, in good faith, is in contravention of this Bylaw may file a formal complaint in accordance with the following procedure:
- (a) All complaints shall be made in writing and shall be dated and signed by an identifiable individual;
  - (b) All complaints shall be addressed to the Investigator;
  - (c) The complaint must set out reasonable and probable grounds for the allegation that the Member has contravened this Bylaw, including a detailed description of the facts, as they are known, giving rise to the allegation;
  - (d) If the facts, as reported, include the name of one or more Members who are alleged to be responsible for the breach of this Bylaw, the Member or Members concerned shall receive a copy of the complaint submitted to the Investigator;
  - (e) Upon receipt of a complaint under this Bylaw, the Investigator shall review the complaint and decide whether to proceed to investigate the complaint or not. If the Investigator is of the opinion that a complaint is frivolous or vexatious or is not made in good faith, or that there are no grounds or insufficient grounds for conducting an investigation, the Investigator may choose not to investigate or, if already commenced, may terminate any investigation, or may dispose of the complaint in a summary manner. In that event, the complainant and Council, if Council is not the Investigator, shall be notified of the Investigator's decision;
  - (f) If the Investigator decides to investigate the complaint, the Investigator shall take such steps as it may consider appropriate, which may include seeking legal advice. All proceedings of the Investigator regarding the investigation shall be confidential;
  - (g) If the Investigator is not Council, the Investigator shall, upon conclusion of the investigation, provide the Council and the Member who is the subject of the complaint, the results of the Investigator's investigation;
  - (h) A member who is the subject of an investigation shall be afforded procedural fairness, including an opportunity to respond to the allegations before Council deliberates and makes any decision or any sanction is imposed;

Mayor



Deputy  
City  
Manager



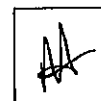


- (i) A member who is the subject of an investigation is entitled to be represented by legal counsel, at the Member's sole expense.

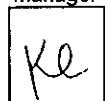
## **18. Compliance and Enforcement**

- 18.1 Members shall uphold the letter and the spirit and intent of this Bylaw.
- 18.2 Members are expected to co-operate in every way possible in securing compliance with the application and enforcement of this Bylaw.
- 18.3 No Member shall:
- (a) undertake any act of reprisal or threaten reprisal against a complainant or any other person for providing relevant information to Council or to any other person;
  - (b) obstruct Council, or any other person, in carrying out the objectives or requirements of this Bylaw.
- 18.4 Sanctions that may be imposed on a Member, by Council, upon finding that the Member has breached this Bylaw may include:
- (a) a letter of reprimand addressed to the Member;
  - (b) requesting the Member to use a letter of apology;
  - (c) publication of a letter of reprimand or request for apology and the Member's response;
  - (d) suspension or removal from some or all Council committees and bodies to which Council has the right to appoint members;
  - (e) suspension or removal of the appointment of a Member as the Deputy Mayor under section 150 of the *Act*;
  - (f) Suspension or removal of the Deputy Mayor's presiding duties under section 154 of the *Act*;
  - (g) reduction or suspension of remuneration as defined in section 275.1 of the *Act* corresponding to a reduction in duties, excluding allowances for attendance at Council meetings;
  - (h) any other sanction Council deems reasonable and appropriate in the circumstances provided that the sanction does not prevent a Member from fulfilling the legislated duties of a Councillor and the sanction is not contrary to the *Act*.

Mayor



Deputy  
City  
Manager



**19. Review**

- 19.1 This Bylaw shall be brought forward for review at the beginning of each term of Council, when relevant legislation is amended, and at any other time that Council considers appropriate to ensure that it remains current and continues to accurately reflect the standards of ethical conduct expected of Members.

**20. Come into Force**

- 20.1 That Bylaw 2993 -18 City of Camrose Code of Conduct Bylaw shall come into force and effect upon the date of the final passing thereof and Bylaw 2666/11 be rescinded.

**READ a FIRST time in COUNCIL this 16<sup>TH</sup> day of APRIL, A.D. 2018.**

  
MAYOR


  
DEPUTY CITY MANAGER

**READ a SECOND time in COUNCIL this \_\_\_\_ day of \_\_\_\_\_, A.D. 2018.**


\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
DEPUTY CITY MANAGER

Mayor



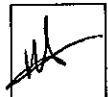
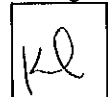
Deputy  
City  
Manager



**READ a THIRD time and FINALLY PASSED** this \_\_\_\_ day of \_\_\_\_\_, A.D. 2018.

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
DEPUTY CITY MANAGER

Mayor	Deputy City Manager
	



**POSITION STATEMENT**  
**INDIGENOUS KNOWLEDGE IN CANADA'S COPYRIGHT ACT**

**ISSUE:**

Canada's *Copyright Act* does not protect Indigenous knowledge, which may be found in published works as a result of research or appropriation. In Canadian law, the author of a published work holds the legal copyright to that knowledge or cultural expression, while the Indigenous peoples from whom the knowledge originated have lost their ownership rights.

**BACKGROUND:**

Indigenous knowledge and cultural expressions include but are not limited to tangible and intangible expressions including oral traditions, songs, dance, storytelling, anecdotes, place names, and hereditary names. Indigenous refers to First Nations, Métis and Inuit peoples of Canada.

Indigenous knowledge is dynamic and has been sustained and transformed. Indigenous people continue to produce new knowledge in new media including music, theatre and dance, photographs, film, poetry, literary expression, language applications, blogs, social media, digital collections, etc.

Who holds "legal" copyright to that knowledge or cultural expression under Canada's current *Copyright Act* is often contrary to Indigenous notions of copyright ownership. Indigenous knowledge may be found in published works as a result of research or appropriation, and in these cases, the author of the published work holds the "legal" copyright to that knowledge or cultural expression, while Indigenous peoples would see the owners as the people from where the knowledge originated. As in Western notions of copyright, Indigenous peoples regard unauthorized use of their cultural expressions as theft.

Canadian libraries, some of which hold archives, are beginning to partner with Indigenous peoples for the collection, preservation and provision of access to Indigenous knowledge. Research libraries may act as repositories for scientific data gathered in collaboration with Indigenous peoples. Libraries hold, and provide access to, collections of Indigenous knowledge, artifacts and cultural expression, with an emerging understanding that the concerns and wishes of Indigenous peoples should be addressed in order to ensure the ongoing collection and preservation of such content. Libraries rely on agreements with donors and aim to follow Indigenous protocols when they work with communities.

## ANALYSIS:

Our recommendations are informed and can be read in the context of the CFLA-FCAB Truth and Reconciliation Committee Report (2017), which made 10 key recommendations, including #8, which specifically addressed intellectual property concerns. Canada's *Copyright Act* must take steps to include protection of Indigenous knowledge and languages and ensure that Indigenous peoples can actively benefit from sharing but also maintaining agency over their own knowledge. This can be achieved through consulting with Indigenous peoples in Canada and including protection of Indigenous knowledge in Canada's legislation as understanding of the needs evolves. On the international level, this understanding may arise through the work of the World Intellectual Property Organization (WIPO) – Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore and the exploration of national experiences in that forum.

Canada's work in this area must accord with the *UN Declaration on the Rights of Indigenous Peoples*, noting in particular Article 31:

1. Indigenous peoples have the right to maintain, control, protect and develop their cultural heritage, traditional knowledge and traditional cultural expressions, as well as the manifestations of their sciences, technologies and cultures, including human and genetic resources, seeds, medicines, knowledge of the properties of fauna and flora, oral traditions, literatures, designs, sports and traditional games and visual and performing arts. They also have the right to maintain, control, protect and develop their intellectual property over such cultural heritage, traditional knowledge, and traditional cultural expressions.
2. In conjunction with Indigenous peoples, States shall take effective measures to recognize and protect the exercise of these rights.

## RECOMMENDATION

**CFLA-FCAB recommends that the *Copyright Act* respect, affirm and recognize Indigenous peoples ownership of their traditional and living respective Indigenous knowledge.**

***Indigenous refers to First Nations, Métis and Inuit peoples of Canada.***

The Government of Canada should work with Indigenous peoples in Canada to explore mechanisms to protect Indigenous knowledge from unauthorized use through copyright legislation and to ensure that Indigenous concepts of ownership are respected, while enabling the originating community to actively exploit the knowledge.

Canada's implementation of protection of Indigenous knowledge must ensure that contracts and licenses cannot override rights accorded through legislation. We recommend that Indigenous knowledge be respected in public domain works through the acknowledgement of community and knowledge origin. In unique cases, such as sacred or private information,



there may be a necessity to include a right to regain ownership of some Indigenous knowledge, even if the work has lapsed into the public domain. These concerns must be addressed through protocol agreements with Indigenous communities on care of collections and contested items.

Flexibility in our international agreements should be maintained for concepts of Indigenous knowledge and its uses in Canada to be defined at regional, provincial and territorial levels, through consultation with elders and leaders of all Indigenous communities. Canada should include participation by Indigenous peoples in discussions at the World Intellectual Property Organization.



### Didsbury:

Didsbury has gone that route, effective January 1 of this year.

1. the philosophy is all about removing barriers to access
2. Patrons and their families are still able to use the library, even if things have gotten out of hand. Fines are waived on all library materials returned.
3. The revenue in our budget from fines was less than 1%. We always offer the option of making a free will donation. "We'll clear your fines...you can clear your conscience...". We are hoping to make up that 1 % in donations - and if we don't, it's a fair price for goodwill
4. I have seen an increase in overdue notifications for Q1 2018 compared to Q1 2017 - we will continue our communications campaign [telling patrons, we still need our items back and other people are waiting for them]
5. We only do the auto notices; and call for 3rd and lost notices - the same as we have always done. We do not do phone calls for 1st overdue notices, and have not for many years. The vast majority of our patrons have email notification.

Effective January 1, 2018 the Didsbury Municipal Library adopted a 'no fines' policy.

For some time now library staff have been debating the value of fines as incentive to return materials, as well as a revenue source. We have followed several blogs and read many articles and studies on the subject.

We have examined these issues with our Board and are grateful that they have come to the same conclusion: fines can quickly become a disincentive to returning library materials turning the library experience for many families into a lose/lose/lose situation... the fines become too great (and that threshold varies significantly with innumerable factors at play)... the family or individual feels they cannot come back to the library; the library loses a valued patron and the circulation numbers; the family feels they are not allowed to share in the literacy or social activities of the library.

In all our promotional material about this, patrons hear that we still need the materials returned (another patron may be waiting for it) and that fines will accrue until the material is returned in good condition and they will still receive overdue notices. Responsibility is still part of our transactions and communications with everyone.

I have done a First Quarter comparison of a number of measures over the 4 year period since we removed the barrier of card fees in 2014, to Q1 2018, when we removed the barrier of overdue fines. I have attached that Excel spreadsheet here. *(Added to end of this document)*

Generally speaking fines comprise less than 1% of our operating revenue - and with donations, we do not feel that removing it will have a huge effect on our bottom line - but it will have a huge influence in good will.

## Elimination of Library Fines

I have also attached a copy of the information flyer that we made. (*Added to end of this document*)

And, I have attached the list of links to various studies and articles on the subject of overdue fines and fees (*Added to end of this document*) - I hope you will find them as inspirational and informative as we did.

Feel free to email or call if you have any questions... it is early days yet, so we don't really know the impact ... other than all staff feel really good about it and the feedback from patrons has been positive.

I would also like to thank Banff Public Library - they inspired me many years ago to go the route of taking down barriers. They were one of the first Alberta libraries to remove card fees and they have had a "conscience jar" for overdue fines on their counter for some time now. They used to have a wonderful document on their website describing their rationale for no fees or fines. I cannot find it there now, but there is this: **What happens if I return a library items past the due date?**

The library encourages the return of library materials on time so that they may be available for others to borrow. Fines are by donation.

We have tried amnesty weeks and Food for Fines many times over the years - generally once a year - with mixed success. Yes, some people are encouraged to return their items during those time frames - some people have actually told us they are waiting for "Food for Fines" to return their late items - and most people do not even see our promotions of such events, as they are no longer "part of the library community".

We have also frequently waived fines for people, especially for a good story: "I went into premature labour and wasn't able to get my books back!" for example (true story)

My staff are more comfortable with the consistent waiving of fines on returned material, because they are authorized to enforce this policy, but often did not feel authorized to waive fines on occasions in the past. It is just more comfortable and equal for everyone.

Just a few more thoughts on the subject.

Thank you for letting me ramble on...

*Inez*

Cremona:

Cremona Library has never charged overdue fines. We used to pay the other parkland libraries when fines were distributed.

### Rockyford Library:

We are very small, so revenue would not be that great. I have been here for ten years; and during that time, we have never charged for overdue items. It was deemed to be more of an inconvenience to staff as we only accept cash or cheques here.

That said, most patrons are very conscientious about returning items on time. We are only open three days a week so that also impacts when items are deemed to have been returned.

We have a few patrons who always return items late. It is frustrating, but they are only a few. For these few, I have limited their ability to take out items to one at a time until the other items have been returned.

Once an item is lost, we are now charging for it regardless of whether or not they later find it. We were much more lenient about lost items in previously.

I have often wondered if waiving membership fees and charging for overdue items would be the better route. I understand that the trend is to do away with both sets of fees to eliminate barriers for patrons to continue using the library.

### Lac La Biche:

We removed all fines and fees quite a while ago and we get more books back than when we had fines. The revenue was extremely small because when I came on the scene one Branch charged and the other did not, plus staff were waiving fines all the time. We still charge for lost and damaged items.

### Wetaskiwin:

We have also had this discussion, but have yet to come to an agreement on how we might proceed, and if, in fact, we should.

To clarify, our discussion has centred around forgiveness of existing fines to encourage patrons to return to the library, and not removing fines altogether.

### Sylvan Lake:

My board has said "absolutely not".

### Fort Vermillion:

My board and I have had this discussion in the past but couldn't come to an agreement on it. We do not charge membership fees as it was felt that it deterred low income people from using the library. And when it comes to overdue fines and lost item costs, they can't afford that either. We try to encourage people to return their items and if they can't return them on time then please call the library and ask to have them renewed. Some people have said they would rather pay a one-time membership fee instead of paying fines. Some grumble at having to pay a

fine and others gladly pay. Even with not charging for memberships, we still have items that "walk out the door".

On the plus side, we have people that leave donations, monetary and items, as they know libraries are non-profit. They see us as an essential service.

### Camrose Currently:

- We charge \$.25/item/day
- We generate a \_\_\_\_\_ in fines
- We waive fines for those in need, special circumstances, on a person-by-person decision
- There is no standardization for how we waive fines, so patrons don't know what to expect
- We celebrate Food for Fines in October and have a Giving Tree (where we hang outstanding fines and people pay other people's fines) at Christmas

### Studies show:

- Fines do not increase the number of returns or the likelihood of materials being returned on time
- Fines negatively impact those who can least afford fines
- Good customer service outweighs fines collected
- Collection costs often outweigh the fines collected

### Didsbury Attachments:

#### *You're fine... no fines... Q&A*

**What?** We have done away with late fines! You will no longer be charged fines for returning library items past their due date. Fines will still accrue on your account but when the item is returned in good condition, your account will be wiped clean.

***Fine freedom does not mean freedom from responsibility.*** We still want you to return or renew the books and items you have checked out so that other patrons can enjoy them.

**How?** Return your overdue library materials and we will clear your fines; put a donation in the Our Wonderful Library bank [OWL] and you can clear your conscience 😊

Would you prefer to make a larger donation? We will happily issue a tax receipt for donations made online on our website, or with Debit or Credit in the library, or by cheque or cash!

**Why?** "Libraries that had done away with fines reported no difference in the number of materials that were returned successfully. Fines did not teach responsibility, because



patrons gave other reasonable excuses for lateness, like being unable to get to the library or forgetfulness. The policy negatively affected patrons who could least afford the fine, and the libraries with fines were not even at the break-even point as a revenue stream because the costs of collection offset the income.”

-Ryan Buller

<https://americanlibrariesmagazine.org/blogs/the-scoop/doing-away-with-fines/>

## Links to articles and studies about the fines and fees barriers:

### New York Public Library:

- <https://qz.com/1158839/the-case-against-library-fines-according-to-the-head-of-the-new-york-public-library/>
- <https://www.wnyc.org/story/better-way-get-kids-libraries-stop-fining-them/>

### Colorado State Library:

- <https://www.webjunction.org/events/webjunction/homelessness-in-small-and-rural.html>
- Scroll down the page to the link to Colorado State Library report: Removing Barriers to Access: Eliminating Library Fines and Fees on Children's Materials

### Other:

- <https://mobile.nytimes.com/2016/03/31/us/in-san-jose-poor-find-doors-to-library-closed.html?smid=fb-share&referrer=http://m.facebook.com/>
- The problem of late fees is so widespread that the American Library Association has addressed the issue. In a little-known policy objective, it calls for “the removal of all barriers to library and information services, particularly fees and overdue charges.” [According to] the association president, Sari Feldman, “We are also very attentive to creating a barrier-free environment that enables all people to use libraries and have equitable opportunity in our country.” “Library policies are not intended to prevent or restrict any individual’s ability to access library resources and services,” but she added, “this may be the unintended consequence.” Ms. Bourne says she considers the fee revenue to be “an artificial sum,” dependent on people not returning items. “I want to make it easier for people to keep their accounts active and not rack up debt...” she said. Children tell her, ‘My mom won’t let me get a card because she doesn’t want fines.’ “That’s not what you want a public library to be,” she said.
- <https://americanlibrariesmagazine.org/blogs/the-scoop/doing-away-with-fines/>

- [http://www.slate.com/articles/arts/culturebox/2017/02/librarians\\_are\\_realizing\\_that\\_overdue\\_fines\\_undercut\\_libraries\\_missions.html](http://www.slate.com/articles/arts/culturebox/2017/02/librarians_are_realizing_that_overdue_fines_undercut_libraries_missions.html)
- <http://www.libr.org/isc/articles/21/9.pdf>
- <http://www.librarygirl.net/2018/01/on-lost-library-books-and.html>

#### Comparable Fine Numbers

YEAR Q1	Q1 2018	Q1 2017	Q1 2016	Q1 2015	Q1 2014
PATRON / FINE + DONATION REVENUE	\$1,539	\$955	\$1,162	\$2,094	\$1,339
CARD FEE REVENUE	\$0	\$40	\$95	\$5	\$1,734
DAMAGE/LOST REVENUE	\$59	\$103	\$176	\$250	\$210
TOTAL REVENUE FROM PATRON FEES, FINES AND DONATIONS	\$1,598	\$1,098	\$1,433	\$2,349	\$3,283
% ANNUAL REVENUE	1%	1%	1%	1%	4%
OVERDUE NOTICES ISSUED	2,123	1,750	508	1,408	1,311
CIRCULATION	18,139	18,320	18,034	16,684	15,418
NEW BORROWERS	67	59	31	135	72
VISITS TO THE LIBRARY	13,553	13,258	12,710	13,012	12,895



[Sign Up](#)[Log In](#)

[http://www.swnewsmedia.com/lakeshore\\_weekly/news/local/auto-renewal-system-begins-in-hennepin-county-libraries/article\\_520a5603-42ba-56f9-a034-1d588f90fa63.html](http://www.swnewsmedia.com/lakeshore_weekly/news/local/auto-renewal-system-begins-in-hennepin-county-libraries/article_520a5603-42ba-56f9-a034-1d588f90fa63.html)

[TOP STORY](#)

## Auto-renewal system begins in Hennepin County libraries

By Lara Bockenstedt [lbockenstedt@swpub.com](mailto:lbockenstedt@swpub.com) Feb 9, 2018



The Hennepin County Library in Eden Prairie has been housed in its present location at 565 Prairie Center Drive since 2004.

Photo by Patty Dexter

[Buy Now](#)

MINNEAPOLIS — The Hennepin County Library System began a new system of auto-renewals on Jan. 1 in a move that will give readers a longer window of time to finish what they're reading.



Samantha Jekot-Graham, patron executive lead for the Hennepin County Library system, said staff had been holding engagement sessions prior to making a decision about auto-renewals.

In the meetings, they asked: Is the current renewal system a barrier? Not just for patrons with intense schedules who worry about getting a book back on time, but for patrons who may not have reliable transportation?

"Some of our patrons would give up (on going to the library) because they didn't feel they could return it in a timely manner," Jekot-Graham said.

Other library systems across the country had tried the auto-renewal system and received positive feedback, she said. They decided to go for it and have heard similar sunny reviews from library-goers.

One mother told Jekot-Graham she had forgotten to return a children's book and was relieved to learn about the auto-renewal system, which prevented the fine she might have seen the next time she returned to the library.

"What's exciting to me is that she is definitely going to come back to the library," Jekot-Graham said, "and her kids are going to come back as well."

So how does the auto-renewal system work?

Let's say you checked out "The Girl on the Train" because a friend recommended it, but you only got a couple chapters in before getting distracted by holiday preparations. If there is no hold on the book, it will auto-renew up to three times, giving a nine-week window of time to see if the character Rachel will solve the mystery.

For DVDs, the auto-renew gives an extra week. However, if there is a hold or waiting list for any of the checked-out items, they will not auto-renew.

Patrons can opt out of the auto-renewal if they'd like, and a small percentage of patrons has done so, Jekot-Graham said. Since the auto-renewal system began a month ago, they have not seen a reduction in the items on their shelves.

"Patrons are returning them at the same rate," she said. "I'm really excited about it, and we've gotten some really great feedback."

## Lara Bockenstedt

Lara is a multimedia reporter for Lakeshore Weekly News. If she arrives late to anything, it's probably because she's busy petting every cat and dog she runs across. Lara thrives traveling and catching glimpses into other cultures.

	Fines	% of Annual Budget	Donations	% of Annual Budget
2018 YTD	\$2,753.23		\$1,695.43	
2017	\$9,571.30	1.063%	\$6,827.89	.759%
2016	\$8,934.74	1.068%	\$5,201.04	.622%
2015	\$9,818.55	1.201%	\$4,763.09	.583%
2014	\$11,695.51	1.604%	\$4,548.01	.624%
2013	\$10,849.87	1.506%	\$3,384.75	.469%
2012	\$10,697.39	1.617%	\$3,701.80	.557%

