



GIBSONS & DISTRICT
Library Foundation

Gibsons & District

Library Foundation

Policy and Procedure Manual

April 2011

Table of Contents

CHAPTER 1 ADMINISTRATION.....	1-1
Board Policies	1-1
Mission Statement.....	1-1
Governance and Administration	1-2
Fund Raising	1-3
Communications	1-4
Donor Recognition.....	1-5
Personal Information Protection Policy (PIPA).....	1-6
Communications Strategies	1-11
Membership	1-12
CHAPTER 2 FINANCE.....	2-1
Management of Funds.....	2-1
Annual Financial Plan.....	2-1
Planned Giving.....	2-1
Accounting	2-2
Fund Accounts	2-3
Investment.....	2-4
Disbursement of Funds	2-5
CHAPTER 3 SUPPORTING DOCUMENTS	3-1
CHAPTER 4 INDEX.....	4-1

This Policy and Procedure Manual has been prepared for the Gibsons & District Library Foundation, Gibsons, British Columbia. It outlines the structure and operating procedures for the Library Foundation and its Board of Directors. No portion of this manual may be reproduced, in any manner, unless written permission has been received from the Chairman of the Library Foundation.

Designed and produced by *Organization Plus* (604) 886-3152
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Chapter 1 Administration

Board Policies

The Foundation Board, in accordance with the Constitution and Bylaws, will establish policies to assist with:

- Governance
- Administration
- Fundraising
- Management of funds
- Disbursement of funds
- Protection of privacy

These policies will be reviewed annually.

Mission Statement

The Gibsons & District Library Foundation's mission is to generate long-term funding in support of the Gibsons & District Public Library and its services.

Administration

Governance and Administration

1. In addition to the items in the Constitution that governs the Society, the Foundation Board may appoint standing and/or ad hoc Committees to carry out Society activities. Each committee is responsible to write terms of reference and to have those approved by the Foundation Board. The Committee will identify activities/projects/programs to be carried out each year. Each Committee reports to the Foundation Board on a timely basis and at least annually.
2. The Foundation Board works collaboratively with the Gibsons and District Library Board and the Friends of the Library in fundraising and in disbursing funds.
3. A representative of the Friends of the Library and a representative of the Library Board will serve on the Library Foundation Board.
4. Communication and promotion activities will be organized to support fundraising and to provide timely information to the community.
5. The fiscal year will be the calendar year, December 31.
6. An annual meeting of the Society will be held in the first quarter of the calendar year.
7. Membership dues will be an annual fee of \$5.00 per individual.

Administration

Fund Raising

1. The Foundation Board will communicate with the Library Board before implementing any fund-raising activity.
2. The Foundation will carry out fund-raising activities on an annual basis that include:
 - A program to solicit donations using an annual mail campaign to residents with the Gibsons and District Public Library catchment area.
 - A program to solicit donations from corporations and estates.
3. The Foundation will carry out other fund-raising activities on an occasional basis that meet the following criteria are:
 - Cost and time effective
 - Create a positive image for the Foundation and the Library
 - Supported by the Library Board and the Friends of the Library.An example: an auction of donated antique books.
4. The Foundation will research and pursue funding sources, such as other Foundations, that meet the objectives of the Constitution of the Foundation.

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Administration

Communications

1. The communications activities of the Foundation can be classified as support for fundraising activities and other communications.
2. The support for fundraising activities consists of arranging suitable publicity for each fundraising activity.
3. The other communications activities of the Foundation include such activities as coordinating public relations with the Library Board and contributing articles to the local newspaper.
4. The Library Foundation Board and the Library Board will meet at least once a year to share information.
5. All promotional/informational material must be reviewed for content by the Chief Librarian and by the Chairman of the Foundation Board of Directors before it is issued.

Administration

Donor Recognition

Policies

1. All gifts will be acknowledged equally, regardless of the amount donated.
2. Recognition will be in accordance with the donor's wishes.
3. Subject to the *B.C. Privacy Act* and directions from the donor, the Library Foundation may publicly recognize and record for perpetuity, all gifts by individuals, estates and corporations in a Public Donor and Memory Book.
4. Gifts of art and services are recognized at the value shown on the income tax receipt.
5. As a registered charity, all gifts of \$10 or over qualify for an income tax receipt.

Procedure

1. The Chair or designate will be responsible for all correspondence between a donor and the Library Foundation.
2. The Treasurer will be responsible for the deposits of all donations and issuance of appropriate income tax receipts.
3. The Secretary will ensure appropriate documentation and filing of all donation records.

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Administration

Personal Information Protection Policy (PIPA)

Commitment

The Gibsons & District Library Foundation (the “Foundation”) is committed to maintaining the security, confidentiality and privacy of personal information. This privacy policy documents the Foundation’s ongoing commitment to its members and donors and has been developed in compliance with the British Columbia Personal Information Protection Act (PIPA). The Foundation will inform its members and donors of why and how they collect, use and disclose personal information, obtain consent where required and only handle personal information in a manner that a reasonable person would consider appropriate in the circumstances.

Scope

This policy addresses personal information about individuals and does not impose any limits on the collection, use or disclosure of business contact information and certain publicly available information.

Definitions

Personal Information means information about an identifiable individual, e.g. name, age, home address and telephone number, social insurance number, marital status, religion, credit history, medical information, education, employment or income. Personal information does not include contact information.

Contact Information means information that would enable an individual to be contacted at a place of business and includes name, position or title, business telephone number, business address, business email or facsimile number. Contact information is not covered by this policy or PIPA.

Privacy Officer means the individual designated responsibility for ensuring that the Foundation complies with this policy and PIPA.

Continued.....

Administration

Collection

Unless the purposes for collecting personal information are obvious and the member or donor voluntarily provides their personal information for those purposes, the Foundation will communicate the purposes for which personal information is being collected, either orally or in writing, before or at the time of collection. The Foundation will only collect member or donor information that is necessary to fulfill the following purposes:

- a) To verify identity
- b) To register members and potential donors
- c) To send out membership information
- d) To contact our members and donors for fund raising
- e) To meet legal and regulatory requirements.

Consent

The Foundation will obtain member and donor consent to collect, use or disclose personal information, except where the Foundation is authorized or required by law to do so without consent. For example, the Foundation may collect, use or disclose personal information without your knowledge or consent where:

- The information is publicly available, as defined by statute or regulation.
- The Foundation is obtaining legal advice.
- The Foundation reasonably expects that obtaining consent would compromise an investigation or proceeding.

Consent may be provided to the Foundation orally, in writing, electronically or through an authorized representative such as lawyer, agent, broker and it can be express, implied where the purposes for collecting, using or disclosing the personal information would be considered obvious and the member or donor voluntarily provides personal information for that purpose. Consent may be withdrawn at any time, subject to legal and contractual restrictions provided that reasonable notice of withdrawal of consent is given to the Foundation. On receipt of notice of withdrawal of consent, the Foundation will inform its member or donor of the likely consequences of the withdrawal of consent may restrict the Foundation's ability to provide a particular service or product.

Continued

Administration

Use and Disclosure

The Foundation will not collect information indiscriminately and will limit collection of information to that which is reasonable and deemed necessary to provide services and authorized by law. The collection of name, home address, home telephone number and email addresses are a necessary part of the Foundation's relations with its members and donors.

Retaining Personal Information

If the Foundation uses member or donor personal information to make a decision that directs that member or donor, the Foundation will retain that personal information for at least one year so that the member or donor has a reasonable opportunity to request access to it. The Foundation will retain member and donor personal information only as long as necessary to fulfil the identified purposes, legal or business purposes. It will destroy, erase or make anonymous document or other records containing personal information as soon as it is reasonable to assume that the original purpose is no longer being served by retention of the information and it is no longer necessary for legal or business purposes. The Foundation will not sell membership or donor lists or personal information to other parties unless we have consent to do so.

Accuracy

The Foundation will make reasonable efforts to ensure that member and donor information it is using or disclosing is accurate and complete. Members and donors may request correction to their personal information in order to ensure its accuracy and completeness. A request to correct personal information must be made in writing and provide sufficient detail to identify the personal information and the correction being sought. A request to correct personal information should be forwarded to the Secretary of the Foundation. If the personal information is demonstrated to be inaccurate or incomplete, the Foundation will correct the information as required and send the amended information to any third parties to whom the information was disclosed in the previous year. If the correction is not made, we will note the member or donor's correction request in the file.

Continued

Administration

Security

The Foundation is committed to ensuring the security of member and donor personal information in order to protect it from unauthorized access, collection, use, disclosure, copying, modification, disposal or similar risks. The following security measures will be followed to ensure that member and donor information is appropriately protected:

- Physical measures such as locked filing cabinets.
- Restriction of personal information to Board Members.
- Electronic measures such as passwords and firewalls.

The Foundation will take due care when destroying personal information so as to prevent unauthorized access to the information. The Foundation will review and update security policies and controls as technology changes to ensure ongoing personal information security.

Access

All members and donors have a right to access their personal information held by the Foundation, subject to limited exceptions, such as:

- Solicitor/client privilege.
- Disclosure would reveal personal information about another individual.
- The information was collected for the purposes of an investigation
- Prevented by law from providing access to certain personal information.

A request to access personal information must be made in writing and provide sufficient detail to identify the personal information being sought. The Foundation will make the information available within thirty days, or provide written notice where additional time is required to fulfill the request. If a request is refused in full or in part, the Foundation will notify the member or donor in writing, providing the reasons for the refusal and the recourse available to them.

Continued

Administration

Complaints

The Privacy Officer is responsible for ensuring the Foundation's compliance with this policy and the Personal Information and Protection of Privacy Act. All complainants should direct their concerns, questions or disputes about the collection, use, disclosure and protection of the personal information or other privacy issues to the Foundation's Privacy Officer:

Mr. Bert Reeve
c/o Gibsons & District Library Foundation
Box 109, Gibsons, B.C., V0N 1V9
Tel: (604) 886-2130 Fax: (604) 886-2689 Email: refdesk@gdpl.scrd.bc.ca

The Privacy Officer will inform the complainant that all complaints must be in writing, specifying the nature and substance of the complaint, the relevant date and the names of individuals involved and attach any relevant documentation. The Privacy Officer will verify the identity of the complainant and inform the complainant that the Privacy Officer may access the complainant's information and discuss the complaint with the Foundation Board or staff, in order to investigate and resolve the complaint. The Privacy Officer may request further information and documents from the complainant and from other sources in order to investigate and resolve the complaint.

The Privacy Officer will acknowledge receipt of all written complaints and will respond promptly in writing to all complaints. The Privacy Officer will attempt to resolve all complaints in a timely fashion to the mutual satisfaction of the complainant and the Foundation. If the Privacy Officer is unable to resolve the complaint to the complainant's satisfaction, the Privacy Officer will inform the complainant that the complaint may be brought to the British Columbia Privacy Commissioner, whose contact information is as follows:

Office of the Information and Privacy Commissioner of British Columbia
Attention: Privacy Commissioner
P.O. Box 9038, Stn. Prov. Govt., Victoria, B.C. V8W 9A4
Tel: (250) 387-5629 Toll free: (604) 660-2421, transfer to (250) 387-5629
Fax: (250) 387-1696 Web: www.oipc.bc.ca

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Administration

Communications Strategies

Logo

The three graduated green sweeping lines of the Library Foundation logo captures the open pages of a book and the unique roof shape of the current library building. This logo will be used on all marketing materials generated by the Library Foundation.

Letterhead

The designated letterhead and envelopes will be used for all correspondence initiated by the Library Foundation.

Business Cards

The generic green and buff coloured business cards will be available for the use of all Library Foundation Board members.

Bookmarkers

The 2" x 7" card stock "*Our Invitation to You....*" bookmarkers will be used for large scale promotions, distribution at the library and for inclusion in donor letters and packages. The two messages are "*.... to leave a legacy with a bequest or memorial gift that sustains and creates enduring resources*" and "*.... To be a partner in*"

Donor Packages

The 4" x 9" green promotional jackets will include:

- a) Donor specific letter
- b) Three stacked cards entitled: The Library Foundation, An Invitation to Give and Ways to Designate, Tax Benefits and Donor Recognition
- c) A bookmarker with the opening "...to leave a legacy with a bequest or memorial gift that sustains and creates enduring resources..."
- d) Generic business card.

These donor packages are for target audiences, i.e. lawyers, notaries and donors.

Web Page

The Gibsons & District Library has generously allowed the Library Foundation space on their website for a static Library Foundation web page. Requests for updates and information changes are to be coordinated through the Chief Librarian.

Welcome Package

A welcome package for new members would include, welcome membership letter, two bookmarkers, receipt for dues and the latest Annual Chairman's Report.

Administration

Membership

Policy

The Library Foundation encourages the ongoing recruitment of new members who have an interest in the library, its future and community benefit. A greater depth in the number of members will promote new initiatives, a wider distribution of Board responsibilities and the likelihood of a quorum when required.

Responsibilities

- The Chair or designate will be responsible for the administration, ongoing maintenance of the membership list and regular reports to the Foundation Board.
- The Treasurer will be responsible for the deposit of dues and the issuing of receipts.

Dues

- Membership dues are \$5.00 per year.
- Collection of dues will coincide with the March Annual General Meeting.
- Receipts will be issued.

Database

A simple membership database will be maintained by the Chair or designate in order to:

- a) Notify members about meetings and special events
- b) Identify specific interests of members
- c) Record payment of annual dues.

Procedure for Accepting New Member

1. Recommendation by a Library Foundation Member in good standing.
2. Completion of Membership Application Form.
3. Approval by the Library Foundation Board.
4. Sponsoring member will be responsible for collecting the initial membership fee.
5. The Treasurer will be responsible for issuing the welcome package and membership receipt.

Chapter 2 Finance

Management of Funds

There are five aspects of the management of the Foundation's funds:

1. Annual financial plan
2. Accounting
3. Fund accounts
4. Investment
5. Disbursement of Funds.

Annual Financial Plan

The Foundation Chairperson with the assistance of the Chairpersons of the committees prepares an annual fundraising plan each year in time for approval in principle at the January meeting of the Foundation Board of Directors. It includes the year's projected net revenues (i.e. gross revenues minus expenses) for both ongoing and new fundraising projects.

Planned Giving

The Foundation encourages individuals to remember the Library in their wills and to make "in memoriam" donations on behalf of deceased relatives and friends. The Library Foundation Board will provide educational opportunities for the community regarding "planned giving". Individuals will also be encouraged to seek investment and tax advice from their own investment advisors.

Accounting

The Foundation's accounting books are maintained by the Treasurer. An audit or review of the Foundations finances is conducted each year and a report is presented to the Foundation Board of Directors at the Annual General Meeting.

The accounting policies of the Foundation are:

- a) Revenue and expenditures are accounted for on the accrual basis except for donations which are recorded when received.
- b) The value of services which are volunteered to the Foundation are not reflected in financial statements, and
- c) Capital assets are expensed in the year of the purchase and are not capitalized or amortized.
- d) All money donations are deposited in the Foundation's accounts as soon as possible after receipt.
- e) All money donations are acknowledged with a letter and a receipt.
- f) "In Memoriam" donations are gratefully acknowledged and the family of the person honoured is notified.

Fund Accounts

Separate accounting is maintained for restricted funds and non-restricted funds. Within the restricted funds, separate accounting is maintained for each distinct fund. Within the non-restricted funds, separate accounting is maintained for each fundraising activity. Separate accounting is maintained for monies arising from each of the following activities:

- Annual Campaign
- Special Events
- Sponsorships
- Planned Giving (non-restricted bequests, in memoriam donations)
- General income and expenses
- Products and Services.

Finance

Investment

Subject to any specific direction by a donor the finance committee may invest its funds in accordance with the following investment policies which have been adopted by the Foundation's Board of Directors:

- a) Current cash requirements (funds required in less than 2 years) will be deposited in bank or credit union accounts and invested in redeemable term deposits or GICS.
- b) Intermediate holdings (funds not required within 2 years and not classified by the Foundation Board of Director's as an endowment or perpetuity) will be invested in non-redeemable term deposits, guaranteed investment certificate or treasury bills issued by or guaranteed by the Government of Canada.
- c) In November of 2010 the Board of Directors of the Foundation passed a resolution in writing, determining that up to 75% of the Foundation's assets would be invested in a portfolio of the common shares of the six major Canadian Banks [Bank of Montreal, Bank of Nova Scotia, Canadian Imperial Bank of Commerce, Royal Bank, National Bank and Toronto Dominion Bank] No purchases of other shares are permitted. No part of the portfolio can be sold without a resolution in writing from the board. The purpose of the bank portfolio is to develop a sustainable, rising stream of dividend income to support future gifts to the Library by the Foundation."

The bank accounts term deposits and guaranteed investment certificate will be with one or more of the three major chartered banks or, up to its maximum deposit insurance level with any other financial institution.

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Disbursement of Funds

Foundation funds are directed to support the Gibsons and District Library and to cover Foundation expenses. The funds provided for the library are of two types, restricted and non-restricted.

Expenses

The expenses of the foundation consist of both administrative and fundraising costs. Such expenses as are considered appropriate by the Foundations Board of Directors will be paid by the Foundation.

Restricted Funds

Each restricted fund is subject to the terms and conditions established by the donor when the donation was made and will be disbursed in accordance with such terms and conditions.

Non-restricted Funds

Disbursement of non-restricted funds is at the discretion of the Foundation's Board of Directors. The Foundation's policy on disbursements of restricted funds is as follows:

1. The Foundation's Board of Directors will disburse such portion of the non-restricted funds each year as it deems appropriate, but not less than is required by the *Charities Act*. Currently this amount is calculated at 80% of the prior year's charitable donation receipts issued less the aggregate of any amounts in excess of 80% distributed in the prior five years.
2. It is the Foundation Board of Directors' policy not to disburse non-restricted funds for normal operating activities of the library.
3. The disbursements will be made to one or more projects approved by the Foundation which meet one or more of the following objectives:
 - Creation of a new program or service
 - Upgrade of an existing program or service.

Chapter 3 Supporting Documents

1. Membership Application Form
2. Membership Welcome Package Letter
3. Donor Package Letter
4. Donation Form
5. Official Receipt for Income Tax Purposes
6. Annual Agenda
7. Terms of Office

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Chapter 4 Index

A		G	
Accounting.....	2-2	Governance and Administration	1-2
Annual Financial Plan.....	2-1		
		I	
B		Investment.....	2-4
Board Policies	1-1		
		M	
C		Management of Funds.....	2-1
Communications	1-4	Membership	1-12
Communications Strategies	1-11	Mission Statement.....	1-1
D		N	
Disbursement of Funds	2-5	Non-restricted Funds.....	2-5
Donor Recognition.....	1-5		
		P	
E		Personal Information Protection Policy (PIPA)	1-6
Expenses	2-5		
		R	
F		Restricted Funds.....	2-5
Fund Accounts	2-3		
Fund Raising.....	1-3		

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