600   Library Services

The Whistler Public Library provides relevant materials, programs and services to Whistler consistent with the library's vision and mission. The library offers programs that are an extension of our library's collection, and reflect the diverse lived experiences and interests and opinions of the community. Library staff provide service and support to patrons seeking information and technical assistance.

601   Library Charges

1. While most services of the library are free, there are a few exceptions beyond basic services.
2. Fees will apply for lost and damaged materials.
3. Library staff may use their discretion, when appropriate, to waive or reduce fees.
4. Photocopiers and printing are available on a pay-for-use basis.
5. Some library facilities are for rent subject to availability.

602   Library Programs

The Whistler Public Library believes that Library programs should promote the communication of stories, ideas and information; extend library services to new audiences and to bring library collections and services to life. Library programs are often a first contact with books and reading for children, as well as a lively and accessible way to gain information for adults.

Library programs will:

- Stimulate interest in and use of the Library
- Promote interest in reading, culture, information literacy and research skills.
- Promote an awareness of contemporary issues and information required to engage in society.
- Attract new library users and provide an introduction to the wealth of library services including print and digital collections, computing and digital creation facilities, and other programs and learning opportunities.
- Provide entertaining, enjoyable, educational experiences.
- Be offered without charge to attendees except in exceptional circumstances.
- Create and promote community partnerships to amplify our collective impact.
- Speakers will agree not to contravene the Criminal Code of Canada and the Human Rights Act of British Columbia during the course of their program.
- Library Facility Policy 800 will apply to all co-sponsored programs

The Library may partner with not-for-profit or for profit organizations for programming content. The Library may provide content and present programs in other venues or other organizations may provide content and present programs at the Library. The Library will consider content that meets the criteria above and supports WPL's vision, mission and goals. The Library is not able to accept all proposed partnerships and will consider strategic relevance and operational capacity when responding to partnerships requests.

The Library does not necessarily endorse particular points of view promoted at programs and this will be noted on publicity where appropriate. No business solicitation is permitted during programs. Partners will be acknowledged as appropriate.

**603	Library Computer Use & Wi-Fi Access**
1. The library provides free access to computers and Wi-Fi to all users.
2. Laptops and Wonder Lab equipment are available to library cardholders. As with library materials, laptops are subject to fees for damages or replacement.
3. The library's public network is not a secure network. Using the library's computers or Wi-Fi network is solely at the risk of the user. The library cannot be responsible for any loss, or misuse of personal information or damage to storage devices as a result of accessing the internet in the library.
4. Misuse or damage to library hardware or software, or using the Internet for illegal or unethical purposes will cause a patron's privileges to be suspended.
5. The library may require discontinued use of any computer or personal device displaying images that contravene the Criminal Code of Canada and the Human Rights Act of British Columbia.
6. A person whose privileges are revoked or suspended, or who is excluded from the library may appeal to the library director and the library Board in writing. The Board will consider the appeal and make a decision.
7. Library computers are secure and cannot download or install any software.