

HALTON HILLS PUBLIC LIBRARY

Imagination | Innovation | Opportunity

Library Board Polices

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Preamble

The Halton Hills Public Library Board, established in 1974 by municipal by-law 74-43, is the successor to the Library Boards of Acton (est. 1898); Georgetown (est. 1895) and Esquesing (est. 1973).

In 1985, subsequent to the passage of the *Public Libraries Act*, 1984, Council passed by-law 85-77 which re-established the Halton Hills Public Library Board, specified the number of board members and the composition of the membership, and authorized the Chief Executive Officer appointed by the board to call the first meeting of the board in each new term.

The new by-law took effect after the municipal election of November 12, 1985 at which time by-law 74-42 was repealed. In 2003, by-law 85-77 was updated following changes in the *Public Libraries Act*.

In addition to amendments in board composition, by-law 03-0116 expanded the qualifications for board members and the desired membership mix. A copy of the municipal by-law establishing the current library board can be found within the *Board Policy Manual*.

The *Board Policy Manual*, which follows, contains the approved by-laws of the board as well as approved operating policies. In addition to the *Board Policy Manual*, a *Library Personnel Policy Manual* exists to document policy with respect to staffing issues.

The *Public Libraries Act* states that a library board “shall seek to provide, in co-operation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs”. To fulfill this responsibility, the Halton Hills Public Library Board has adopted the following Vision, Mission and Goals.

Vision

Your path to worlds of imagination, innovation and opportunity

Mission

To engage the residents of Halton Hills in exploring ideas, expressing creativity, and making connections

Goals (2017-2022)

A. Connected community that is culturally-enriched by population growth and increased diversity

Target:

1. Ensure the new branch within “Vision Georgetown” is part of a vibrant, multi-purpose community hub that puts the needs of residents first.
2. Provide diverse cultural experiences and resources that welcome and connect newcomers and build community.
3. Cultivate and deliver leading-edge resources and expertise so residents can realize their life goals and contribute to a healthy and thriving community.

B. Engaged key audiences¹ through services focused on their needs and interests

Target:

1. Consult key audiences and update research on an ongoing basis.
2. Create research-based programs and services tailored to key audiences.
3. Deliver the distinctive HHPL experience where key audiences gather.

C. Increased awareness of the Library’s value and relevance to residents

Target:

1. Position the Library as a significant contributor to the local cultural sector and, as a trusted, vital community asset.
2. Raise residents’ awareness of the Library’s many non-traditional, innovative programs and services.
3. Strengthen connections with partners and community innovators.

D. Outstanding staff, leaders, processes and technology that maximize the Library’s potential

¹ Teens, parents aged 30-55 and their children, and older adults

Target:

1. Align the Library's, structure, processes, and resources (including alternate funding) to ensure leaders and staff can operationalize all strategic goals.
2. Build staff's capacity to provide seamless virtual and in-person services that are convenient and welcoming.
3. Prepare for transitions in key staff roles in accordance with the Library's Succession Plan.

Revised/Approved: September 13, 2017

Revised/Approved: November 2014

Next Scheduled Review: January 2022

By-Laws

These by-laws are intended to establish the authority, appointment, composition, qualifications and roles of the Officers of the Halton Hills Public Library Board (henceforth the Board). These by-laws also set out the procedures by which meetings of the Board are to be conducted, the methods by which the business of the Board is to be carried out, the powers and duties of the Chief Librarian and other general rules relating to the government of the Board.

These rules are supplementary to the provisions of the Ontario *Public Libraries Act* and its regulations.

The mailing office of the Board shall be the Halton Hills Public Library- Georgetown Branch, 9 Church Street, Halton Hills, Ontario, L7G 2A3.

Article 1 - Statement of Authority

The Board bears legal responsibility for the library by ensuring that it operates in accordance with the Ontario *Public Libraries Act*, R.S.O. 1990, chapter 44. The Board is appointed by the Council of the Town of Halton Hills. In accordance with the *Public Libraries Act*, the Halton Hills Public Library shall be under the management and control of the Board, which is legally constituted as a corporation.

The Board acts on behalf of the community in the discharge of its mandate and is appointed by and accountable to the Council of the Town of Halton Hills for the financial affairs of the library.

Article 2 - Appointment of the Board

The Board is appointed by a formal process established by Council. The *Public Libraries Act* states that the municipal Council must appoint a minimum of five individuals to the Board including members from Council and residents of the municipality.

The *Public Libraries Act* gives Council up to sixty (60) days after the first meeting of Council in which to make appointments. As per the *Public Libraries Act*, Council shall not appoint more of its own members to the Board than the number that is one less than a majority of the Board.

Article 3 - Composition of the Board

In accordance with municipal Bylaw 2019-0012, which amended By-law 2003-0116 as amended with respect to the composition of the Board, the Board shall be composed as follows:

- nine individuals chosen from the public at large
- two individuals who are members of Council

By-law 2003—0116 as amended states that the membership of the Board will be representative of the Halton Hills community by having a balanced mix of:

- men and women;
- age groups;
- geographical areas of the community;
- community interests from various sectors including but not limited to education, arts and culture, politics, service organizations, social services and business;
- vocational backgrounds and skill sets in areas such as education, business of all types, public relations, finance, recreation, planning, media and automation.

Article 4 - Qualifications of the Board

A person is qualified to be appointed as a member of the Board if they are a member of the appointing Council or,

- is at least eighteen years old;
- is a Canadian citizen;
- is a resident of the Town of Halton Hills;
- is not employed by the Board or the municipality;
- has an interest in the success and future of the Halton Hills community;
- is willing to represent the diverse interests, concerns and attitudes of the community;
- has a desire to learn about the library and its services and how they impact the community;
- can dedicate time to the Library Board's activities;
- has general knowledge of some of the following areas: business practices, budgeting and financial reporting, personnel issues, property management, computer applications, marketing and fundraising;
- has an ability to bring new approaches to the Board's deliberations;
- is able to work well in a group setting;
- is able to represent the library effectively in the community and beyond.

Article 5 - Statement of Responsibilities

The Board:

- reviews and approves new or revised policies that govern the operations of the library and the Board itself, as recommended by the Chief Librarian;
- recruits and appoints the Chief Librarian who will have general supervision over, and direction of, the operations of the public library and its staff;
- in conjunction with the Chief Librarian, defines the purpose and direction of the library, develops short and long term plans, reviews and approves such plans and monitors the strategies of the library to implement them;
- provides oversight of the financial affairs of the library and ensures that the organization operates on an ethical and sound financial basis, and that the appropriate financial records are maintained by the library and the Town;
- works with the Chief Librarian to assess all relevant information regarding the needs of the community with respect to library services and to identify and endorse service priorities;

- serves as an advocate in seeking adequate funding to achieve the endorsed service priorities;
- assists the Chief Librarian in securing support in the community for appropriate public library services and in encouraging complementary partnerships that will advance the goals of the library;
- assists the Chief Librarian in identifying and securing the necessary expertise required for significant capital projects and other substantive issues;
- assists the Chief Librarian in developing a program of public relations to foster strong and mutually supportive relationships with the municipality, local agencies, community groups and organizations and other levels of government;
- ensures that the needs and preferences of the public are considered in the development and promotion of library services in the community;
- reviews and endorses the annual report on library operations and progress as presented by the Chief Librarian and presents the annual report to Council;
- ensures that provisions have been made for insuring the Board's real and personal property;
- conducts an annual performance appraisal of the Chief Librarian;
- encourages seminars and/or workshops for the development of Board members' skills and experience;
- promotes library legislation that improves and extends library service;
- appoints such committees of the Board as it considers expedient.

Article 6 - Term of Office

Board members shall hold office for a term concurrent with the appointing Council or until a successor is appointed, and may be re-appointed for one or more terms. See Article 11 for terms of office for Chair and Vice-Chair.

Article 7 - Remuneration

Board members serve without remuneration but are reimbursed for all reasonable expenses (e.g., kilometrage, conference attendance) incurred when acting in an approved official capacity. Such expenses will be reimbursed as per the established policy.

Article 8 - Vacancies

The Board shall notify Council when a vacancy occurs and the remaining term is more than forty-five (45) days. If the vacancy occurs in a position representing the public-at-large, the Town Clerk shall notify the public of the vacancy through the local newspaper, inviting applications.

Council shall promptly appoint a person to fill the vacancy for the duration of the term.

Article 9 - Disqualification

If a Board member,

- is convicted of an indictable offense;
- becomes incapacitated;
- is absent from the meetings of the Board for three consecutive meetings without being authorized by a Board resolution;
- ceases to become a resident of Halton Hills;
- ceases to be qualified for membership; or
- otherwise forfeits his or her seat,

the member's seat becomes vacant and the remaining members shall declare the seat vacant and notify Council accordingly.

Article 10 - Code of Conduct

The Board will govern with a style that emphasizes:

- encouragement of, and respect for, diversity of opinions;
- strategic leadership;
- clear distinction between the roles of the Board and the Chief Librarian;
- collective, rather than individual, decisions.

Furthermore, the Board will:

- operate in all ways mindful of its civic trusteeship obligation to the Halton Hills Public Library;

- speak with one voice;
- ensure continuous good governance through periodic discussion of process improvement, and through active recruitment of new Board members;
- monitor and discuss the Board’s performance.

Board members are expected to be loyal and supportive of the interests of the Halton Hills Public Library. This accountability supersedes any conflicting loyalty such as that to advocacy or interest groups, membership on other Boards or employment with other organizations. This accountability supersedes the personal interest of any Board member acting as an individual consumer of the library’s services.

Board members must avoid any conflict of interest with respect to their fiduciary responsibility in compliance with the “Municipal Conflict of Interest Act”.

- There must be no self-dealing or any conduct of private business or personal services between any Board member and the library except as controlled by procedure, to ensure openness, competitive opportunity and equal access to “inside” information. Each Board member shall disclose to the Board any personal interest which s/he may have in any matter pending before the Board and shall refrain from any participation in any decision on such matter.
- Board members must not use their positions to obtain employment in the organization for themselves, family members or close associates.
- Should a Board member be considered for employment with the library, s/he must temporarily withdraw from Board deliberation, voting and access to applicable Board information.

Board members should refrain from exercising individual authority over the organization. For example,

- Board members’ interaction with the Chief Librarian or with library staff must recognize the lack of authority held by any individual Board member or group of Board members;

- Board members' interaction with the public, the media or any other group must recognize the same limitation of any Board member or group of Board members to speak for the Board;
- Board members will refrain from making judgments of the performance of the Chief Librarian or other library staff, except through the official performance review process.

Board members are expected to act in an ethical and businesslike manner. This commitment includes the proper use of authority, the protection of confidential material, appropriate decorum in a group and as individuals, and respect for others and their contribution to the Board.

Board members will acknowledge the Chair as the primary spokesperson of the Board. Any member speaking on behalf of the Board must present Board positions fairly, accurately and without bias. Board members expressing personal opinions should clearly identify such remarks as personal and not those of the Board.

Article 11 - Officers of the Board

The Officers of the Board shall be the Chair, Vice-Chair, and the Secretary/Treasurer who shall be the Chief Librarian. The Board shall elect and appoint Officers.

During each four year term, the term of office for Chair and Vice-Chair will be two years. At the end of two years, the Vice-Chair will assume the office of Chair and an election will be held for the office of Vice-Chair. Should the Vice-Chair decline to assume the office of Chair, elections will be held for both positions. The past-Chair/Vice-Chair may be re-elected for non-consecutive terms only. Councillor appointees may not serve as an Officer of the Board.

The Officers must ensure the proper functioning of the Board and the proper conduct of Board business. If any of the officers steps down, retires or is dismissed during his or her term, the Board must immediately elect or appoint a new officer.

The Chair of the Board

The function of the Chair of the Board is to act as an official representative of the library and in his or her leadership capacity, oversees all affairs of the Board and ensures that the Board's

business is conducted expeditiously. The Chair shall preside at all meetings and vote on all issues. The Chair may appoint such committees as may be necessary to carry out the purposes of the Board. The Chair shall be an ex-officio member of all committees so appointed.

In general, the Chair of the Board:

- serves as the spokesperson for the Board;
- is a signing officer of the Board;
- represents the Board, alone or with other members of the Board at any public or private meetings for the purpose of conducting, promoting or completing the business of the Board;
- provides advice to the Chief Librarian as needed in the preparation of the agenda to ensure the effective use of Board and staff time and resources;
- presides at all regular and special meetings of the Board in accordance with the *Public Libraries Act*, and with the rules of procedure adopted by the Board.

More specifically, the Chair of the Board:

- manages the meetings in an orderly and efficient fashion by--
 - calling the meeting to order
 - announcing the items of business in the order in which they appear on the agenda
 - presiding over any debate, and subject to the appeal by the members, deciding on all questions of order and general meeting tone
 - acting as the neutral party—not taking sides in a debate but ensuring that the meeting is conducted in a democratic manner
- commits the Board to a specific course of action only when the Board has granted specific authority by a motion or policy;
- ensures that vacancies on the Board are filled as quickly as possible
- advises the Vice-Chair if for any reason, the Chair is temporarily unable to perform any of these functions;
- serves as an ex-officio member of all committees and task groups.

Vice-Chair of the Board

The function of the Vice-Chair is to preside at meetings of the Board in the absence of the Chair and shall assume the Chair's duties. Additional duties may be undertaken by the Vice-Chair at the Board's request.

The Vice-Chair may also act as a mentor to Board members appointed mid-term and will ensure that these individuals receive the necessary orientation to their duties from the Chief Librarian.

Secretary-Treasurer of the Board

The function of the Secretary/Treasurer, who shall be the Chief Librarian, is to conduct the official correspondence of the Board, and is responsible for ensuring that there is a full, correct and approved record of the proceedings of each meeting. The Chief Librarian will appoint the Executive Assistant for minute-taking.

The secretarial role also extends to preparing the agenda of each meeting, in consultation with the Chair as needed, and distributing all reports and other attachments associated with the agenda.

As Treasurer of the Board, the Chief Librarian shall oversee:

- the receipt of the money entrusted to the Board;
- the formal accounting of the money entrusted to the Board in accordance with established accounting principles;
- the deposit of money received on the Board's behalf;
- the disbursement of money as directed by the Board;
- the preparation of draft operating and capital budgets for Board approval.

All Board members

Every Board member has the following duties and responsibilities:

- to endeavour to attend as many Board meetings as possible and to participate actively in discussions (see Article 9 re: meeting attendance);
- to protect the library's confidential information and not release or share confidential information without the permission, preferably in writing, of the person who provided it;
- to not take advantage of or benefit from information that is obtained in the course of official duties as a Board member;

- to be alert to information which the library can use to develop improved policies and strategies;
- to support to the fullest the efforts of library staff in resisting censorship of library materials by groups or individuals, unless materials are deemed to be illegal as defined by the Criminal Code of Canada (the Board has adopted the *Canadian Library Association's* “Statement on Intellectual Freedom”);
- to avoid exercising individual authority over the organization, except as explicitly set forth in Board policies;
- to avoid any real or perceived conflict of interest with respect to their fiduciary responsibility;
- to reject offers of gifts, favours or benefits of a personal nature except normal promotional handouts of a nominal value. Unsolicited gifts of a substantial value should be turned over to the library.

Article 12 - Time and Location of Meetings

The Board shall hold meetings as determined in the *Public Libraries Act*; that is, at least once each month for ten months and at such other times as it deems necessary. Regular meetings of the Board shall be held on the second Wednesday of each month, with exceptions as necessary for the preparation and/or approval of the annual capital and operation budgets. Dates and locations are confirmed at the beginning of each calendar year.

The date, place or time of a particular meeting may be changed by the affirmative vote of a majority of the trustees present and voting at the regular meeting prior to the meeting affected.

Article 13 - Notification of Meetings

Notice of all scheduled Board meetings, including an agenda and associated documents, will be mailed, delivered or sent electronically to all Board members in adequate time prior to the meeting.

A list of upcoming Board meetings will be posted on the library's website.

Article 14 - Attendance

Attendance of members at meetings shall be recorded.

Should a Board member be unable to attend a scheduled meeting of the Board or a scheduled committee meeting of the Board, they shall advise the Chief Librarian no later than twelve noon of the day of the meeting. Should there not be a quorum for the meeting, the Chief Librarian shall contact the other Board members as soon as possible to advise them of the cancellation of the meeting.

After a Board member has been absent from two consecutive Board meetings, the Chief Librarian shall inform the Chair, who shall advise the member accordingly. Any Board member missing three consecutive regular Board meetings in a calendar year, without authorization, shall have his/her seat on the Board declared vacant.

Article 15 - Open Meetings

As per the *Public Libraries Act*, all meetings of the Board shall be open to the public except when by a vote of the Board, the meeting or part of the meeting is held *In Camera* (see Article 16).

Article 16 - Closed or *In-Camera* Meetings

Before holding an *In Camera* meeting, a Board or committee of the Board shall state by resolution:

- the fact of the holding of the closed meeting;
- the general nature of the matter to be considered in the closed meeting.

As per the *Public Libraries Act*, a meeting shall not be closed to the public during the taking of a vote, unless the criteria below for closed meetings apply and/or the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the Board or committee of the Board or persons retained by or under contract with the Board.

The *Public Libraries Act* stipulates that a meeting or part of a meeting may be closed to the public if the subject matter being considered is:

- a) the security of the property of the Board;
- b) personal matters about an identifiable individual;
- c) a proposed or pending acquisition of land by the Board;
- d) labour relations or employee negotiations;
- e) litigation or potential litigation, including matters before administrative tribunals, affecting the Board;
- f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- g) a matter in response of which a Board or committee of a Board may hold a closed meeting under another Act;
- h) in relation to consideration of a request under the *Municipal Freedom of Information and Privacy Act* if the Board or committee of the Board is the head of an institution for the purpose of that Act.

Only the results or decisions made in the *In Camera* meeting are recorded in the regular minutes, along with motions to move into and out of the *In Camera* session. Results or decisions will be presented so as to preserve the identity of the individual(s) or property(ies) under consideration.

Article 17 - Special Meetings

The Chair or any two members of the Board may summon a special meeting of the Board by giving at least two days' notice via e-mail to each member, specifying the purpose for which the meeting is called.

Article 18 - Quorum

The presence of a majority of the Board members shall constitute a quorum (currently 6 members) and shall be necessary for the transaction of business at any general or special meeting. Members may participate via teleconference or video conference. The Chair is included in the quorum.

When a quorum is not achieved within 20 minutes after the hour fixed for the meeting, the Executive Assistant shall record the names of the Board members present and the meeting shall stand adjourned until the next meeting is called.

Where the number of members who, by reason of the *Municipal Conflict of Interest Act*, are disallowed from participating in the meeting (see Article 21) and the remaining members are not a sufficient number to constitute a quorum, then the remaining numbers shall be deemed to constitute a quorum, provided such a number is not less than two.

Article 19 - Order of Proceedings

Roberts Rules of Order shall govern the deliberations of the Board except when such rules are in conflict with the *Public Libraries Act*, or any of the rules provided herein. A copy of the most recent edition of *Roberts Rules of Order* shall be available at all library Board meetings.

The rules of order, other than such rules as may be prescribed by statute, may be suspended by the consent of a majority of the members present at any meeting.

An agenda for each regular meeting of the Board shall be prepared by the Chief Librarian at the discretion of the Board Chair. An agenda shall be issued prior to the meeting. Board members wishing to have items included on the written agenda shall submit them to the Chief Librarian on or before 12 noon on the first Monday of the month preceding the meeting. The order of business at all regular meetings shall be as follows:

1. Declaration of quorum
2. Approval of the agenda
3. Declaration of pecuniary interest
4. Minutes of the previous meeting(s)
5. Consent agenda
6. Correspondence
7. Business arising
8. Council Update

9. Friends of the Library update
10. Community connections
11. Financial report
 - Accounts payable
 - Month end report
12. New Business
13. Health & Safety Report
14. Next Meeting
15. Adjournment

The Board may schedule delegations or guest speakers prior to the regular business of the meeting.

Article 20 - Committees and Appointed Representatives

At the same time the Board's officers are elected, the Board shall elect representatives to those bodies to which the Board is entitled to representation and which it chooses to join. (see also Article 30)

Standing or ad hoc committees may be created from time to time as the Board may determine.

All committees and the terms of committee members shall be reviewed annually.

Article 21 - Decision-Making

The following process will be followed in making decisions:

- all decisions will be made on the basis of motions;
- any Board member can put forward a motion related to the subject under consideration;
- a motion must be seconded by another Board member;
- a motion will not be debated until it has been moved and seconded and put on the floor by the Chair;

- a motion that has been moved and seconded can be withdrawn or modified before it is put on the floor by the Chair, either by the mover or another member of the Board with the agreement of the mover;
- once the motion is stated by the Chair, the mover needs the Board’s permission to withdraw or amend their motion prior to vote being called;
- there will be only one substantive motion before the Board at any one time-- an amendment may be made to a motion, but may not negate the main motion or materially alter the intent;
- after members debate the motion, the Chair puts the question to a vote;
- voting is carried out by a show of hands, unless otherwise indicated, e.g., a secret ballot in the case of an election of officers;
- a simple majority is required to pass a motion and the Chair will announce the result of the vote;
- as per the *Public Libraries Act*, “the Chair or Acting Chair of a Board may vote with the other members of the Board upon all questions, and any question on which there is an equality of votes shall be deemed to be negative” (i.e., if the vote is tied, the motion is defeated);
- no vote or action of the Board shall be rescinded at any special meeting of the Board unless there be present at such special meeting as many members of the Board as were present at the meeting when such vote or action was taken.

A meeting shall not be closed to the public during the taking of a vote except as follows:

- a) when the Board or committee of the Board is permitted or required to hold a closed meeting as outlined in Article 16; and
- b) when the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the Board or committee of the Board or persons retained by or under contract with the Board.

Article 22 - Conflict of Interest

Under the provisions of the *Municipal Conflict of Interest Act*, Board members having any pecuniary interest, direct or indirect, in any matter and are present at a meeting at which the matter is the subject of consideration, the member,

- a) shall, prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
- b) shall not take part in the discussion of, or vote on any question in respect of the matter; and,
- c) shall not attempt in any way whether before, during or after the meeting to influence the voting on any such question.

Article 23 - Minutes

Minutes of Board meetings may be recorded to assist with the preparation of draft minutes in paper format. Following the preparation of draft minutes, all recordings are erased. Minutes in draft form are forwarded to Board members before the next meeting. Additions or corrections are made at the next full meeting of the Board, after which, minutes are adopted by the Board.

Copies of *In Camera* minutes will be distributed to the Board or committee of the Board at the meetings, and collected at the end of the meetings. A copy of *In Camera* minutes will be retained on file by the Chief Librarian. *In Camera* minutes are to be treated as highly confidential.

Minutes of Standing Committees and Ad-hoc Committees are forwarded to Board members only.

Article 24 - Publication of Board Information

The Board shall cause to be posted on the library's website a list of Board members, the Board e-mail address, a list of all regular Board meetings, Board meeting agendas, and approved Board meeting minutes. Approved Board meeting minutes shall also be forwarded to the Town Clerk for inclusion in the Council meeting package.

Article 25 - Electronic Communication

The Board may use e-mail for the purposes of information sharing, communicating on general administrative issues, forwarding documentation of use and interest to Board members, and occasionally, for seeking opinions in order to meet a deadline. E-mail will also be used to

disseminate meeting notices, agendas, and associated documents. E-mail will not be used to vote on the election of Officers of the Board or on issues related to the budget, policies, personnel, or significant operational changes.

If necessary, the Chair or Acting Chair will arrange for electronic communication (e.g. teleconference, video conference, email) to deal with emergency matters such as an, extended closure due to pandemic, power outage, or structural damage. A quorum as defined by the Board's by-laws is required to proceed in this matter. All decisions made through this arrangement will be ratified at the next scheduled meeting of the Board.

Article 26 - Delegations

Persons wishing to present verbal information on matters of fact, or make a request of the Board, shall give notice to the Chief Librarian as follows:

a) *Item on Agenda*

Where the item is already listed on the agenda, a verbal request received by the Chief Librarian prior to 12 noon on the day of the meeting will ensure that the delegation is listed on the agenda.

b) *Item Proposed for the Agenda*

When a delegation wishes to propose and address an item at an upcoming Library Board meeting, the nature of their presentation is required to be submitted in writing to the Chief Librarian no later than 12 noon on the first Monday of the month preceding the regularly scheduled Board meeting.

Consideration will be given to accommodate a delegation after the deadline in consultation with the Board Chair. The delegation may be given the option of being heard at the conclusion of all items of business or to appear at the next regularly scheduled Board meeting.

In order to register for an upcoming meeting, the delegate must provide a full name and contact information. He/she must also indicate the number of people in his/her delegation, and the need for any audio-visual equipment. Registered delegations will be listed on the agenda.

c) *Insufficient Information*

If a written request contains insufficient information, the Board Chair can defer it until sufficient written information is provided by the delegation.

d) *Rules on Presentation*

- Sub-committees of the Board are not permitted to accept delegations. All delegations must be made to the Library Board.
- A delegation can be either an individual or a representative of either a formal (e.g. ratepayer's organization) or informal organization (e.g. on behalf of library patrons).
- If the matter under consideration qualifies as per Board policy, the delegation may be held *In Camera*.
- A delegation shall be permitted a maximum limit of ten (10) minutes in which to present to the Library Board.
- If three (3) or more delegations request to speak on the same item, each delegate on the matter will be permitted to speak for a maximum of five (5) minutes. The Chief Librarian will attempt to advise the delegations of this speaking limit in advance.
- A delegation cannot assume the time which has been allotted to another delegation.
- A request from a delegation for an extended period of time in which to speak shall only be granted once upon a majority vote of the Board, and shall stipulate a maximum limit.
- Delegations requesting to be heard on the same item shall be listed and heard in chronological order of request.

- The Chief Librarian or the Board Chair may, if circumstances warrant, revise the order of delegations to ensure a logical order of presentation.
- A delegation must address all matters, including questions, to the Board Chair.
- The question and answer period, if any, shall be at the discretion of the Board Chair.
- A delegation is encouraged not to repeat information presented by an earlier delegation.
- A delegation that is appearing at a subsequent meeting(s) on the same item is encouraged not to present information which was presented at an earlier meeting.
- Board members may ask questions of the delegation, but may not express an opinion or enter into a debate with a delegation. When addressing the Library Board, a delegation shall not use offensive words or insulting expressions at any time toward members of the Library Board, staff or the public.
- Following the presentation, the Board may:
 - decide to discuss the matter further and arrive at a resolution
 - defer the matter for discussion at another meeting
 - receive the presentation for information only

Article 27 - Chief Librarian- Powers, Duties and Limitations

The Chief Librarian shall administer the policies approved by the Board. Among these powers and duties, shall be the direction and supervision of staff members in the performance of their duties. The Chief Librarian shall keep the Board well informed by submitting monthly reports on the operation of the library and shall recommend to the Board such policies and procedures as in the opinion of the Chief Librarian will promote the efficiency of the library in its service to the community of Halton Hills. The Chief Librarian may not alter the approved operating or capital budgets without the prior approval of the Board and/or Council.

The Chief Librarian shall not cause or allow any organizational practice, activity, decision or circumstance, which is either:

- a) unlawful;
- b) imprudent; or,
- c) in violation of commonly accepted business and professional ethics.

With regard to interactions with library patrons or those applying to be library patrons, the Chief Librarian shall not cause or allow conditions, procedures or decisions which are unsafe, untimely, undignified or unnecessarily intrusive. The Chief Librarian will not:

- a) elicit information for which there is no clear necessity;
- b) use methods of collecting, reviewing, transmitting or storing patron information that fail to protect against improper access;
- c) operate facilities that compromise health and safety;
- d) allow patrons to be unaware of what may be expected and not expected from the service.

With respect to the treatment of paid and volunteer staff, the Chief Librarian shall not cause or allow conditions which are deemed to be unfair, undignified, disorganized or unclear. The Chief Librarian will not:

- a) operate without updated and approved personnel policies that clarify rules for staff, provide for the effective handling of concerns, and protect against wrongful or harmful conditions;
- b) ensure that there are no negative repercussions for staff who express dissenting opinions in a constructive manner;
- c) allow staff to be unprepared to deal with emergency situations.

With respect to ongoing financial activities, the Chief Librarian may not cause or allow the development of fiscal jeopardy. Any significant deviation from expected expenditures will be brought to the immediate attention of the Board, along with a recommended remedy.

Article 28 - Board Use of Staff Resources

A request for extraordinary direction to staff shall be submitted in writing by the Board member for approval by the Board or one of its committees. All such requests shall contain the objectives

of the work to be done, the scope of work and the deadline. The Board or committee will ensure that all staff queries and concerns about the extraordinary direction are answered before the work is undertaken.

Article 29 - Evaluation of Chief Librarian

The Board oversees the performance of the Chief Librarian and supports the Chief Librarian's development. In consultation with the Chief Librarian, the Board will establish an evaluation tool and process to ensure an annual appraisal of the Chief Librarian is carried out in a timely, objective, comprehensive and constructive manner. The process will be collaborative and focused on professional development.

The process is as follows:

- the Chief Librarian's performance will be evaluated after the first six months if a new hire, and annually thereafter;
- the Board shall appraise the Chief Librarian's performance based on the job description, relevant competencies, objectives achieved and progress in furthering the goals of the library;
- information collected to assess performance may include:
 - Chief Librarian's self-evaluation, including a list of objectives achieved
 - Quarterly reports and annual report
 - Service performance indicators, and comparisons to similar libraries
 - Input of Board members, staff and/or outside stakeholders.

In the event that the Chief Librarian's performance needs improvement, the Board must clearly state where progress must be made and will:

- offer training and/or mentoring opportunities to address specific issues;
- re-evaluate the performance of the Chief Librarian in six months.

Article 30 - Board Training

Board members shall have access to training opportunities to maintain current and sufficient knowledge of their roles and responsibilities and the issues that are central to the role of the library. To this end, the Board will:

- schedule time for Board training;
- maintain a membership in the Ontario Library Board's Association;
- assign a representative who will attend the regional Trustee Council meetings (see Article 20);
- fund at least two Board members to attend a relevant conference annually (e.g., OLA Super Conference);
- consider other training and networking opportunities forwarded by the Chief Librarian.

Article 31 - Board Self-Evaluation

Under the leadership of the Chair, the Board will at least once per term, conduct a self-evaluation. The Board will establish a set of measurable standards by which the function and process of the Board's performance can be evaluated. The Chair will work with the Chief Librarian to facilitate access to the evaluation tool, and will distribute a report to the Board outlining the results of the self-evaluation. The Board will formulate a work plan that will highlight specific goals and objectives for improving identified areas.

Article 32 - Amendment of By-laws

The following are the conditions under which by-laws can be amended:

- a) by-laws may be amended in response to legislation, to provide greater clarity or when circumstances change;
- b) any member of the Board or the Chief Librarian can propose a review or an amendment of a by-law;
- c) all members of the Board shall receive written details of the proposed changes at the Board meeting prior to the meeting at which a motion for amendment will be tabled;
- d) a motion to add, amend or remove a by-law shall require a majority vote in the affirmative to be carried;
- e) The dates of all approved amendments will be noted.

Revised/Approved: April 10, 2019

Revised/Approved: May 9, 2018

Revised/Approved: September 13, 2017

Revised/Approved: November 9, 2016

Next Scheduled Review: January 2022

Accessibility Policies (AODA)

Purpose

This policy is intended to meet the requirements of Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act, 2005*.

This policy aims to ensure that persons with disabilities are given equal opportunity to:

- a) obtain information about and communicate with the Halton Hills Public Library.
- b) obtain, use and benefit from the library's resources, services and facilities.
- c) to be employed by the Halton Hills Public Library.

Reasonable efforts will be made to ensure that:

- Communications with a person with a disability are conducted in a manner that takes the person's disability into account.
- All library resources, programs and services are provided in a manner that respects the dignity and independence of persons with disabilities.
- The library resources, programs and services provided to persons with disabilities are integrated with the resources, programs and services delivered to others unless an alternate measure is necessary to allow the person with a disability to benefit from these resources, programs and services. The alternate measure may be temporary or permanent.
- People with disabilities may use assistive devices, service animals and support persons as is necessary to access the library's resources, services and facilities.
- People employed by or those seeking employment with the library will receive accommodations appropriate to their disability.

Background

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was created with the goal of developing standards that would improve accessibility for people with disabilities across the Province. The AODA allows the Provincial Government to develop specific standards of accessibility and enforce them. The standards are made into regulations pursuant to the AODA.

Ontario Regulation 191/11, the Integrated Accessibility Standard Regulation, incorporates standards for Information and Communication, Employment, Transportation, Design of Public Spaces, and Customer Service. The regulation sets out the requirements for each of these standards, as well as general requirements that apply to all, such as:

- developing accessibility policies and plan
- training employees and volunteers, and
- considering accessibility when purchasing goods or services.
- The regulation applies to public, private and not-for-profit businesses and organizations that:
- provide goods, services, or facilities either directly to the public or to other businesses or organizations and
- have at least one employee in Ontario.

These requirements are being phased in over time between 2011 and 2021.

Policy Statement

The Halton Hills Public Library is committed to providing equal access, communication, information, and opportunities to people with disabilities.

Definitions

AODA refers to the *Accessibility for Ontarians with Disabilities Act, 2005*.

Assistive Device is a technical aid, communication device, or medical aid, modified or customized, that is used to increase, maintain, or improve the functional abilities of a person with a disability.

Barrier as defined by the AODA means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technology barrier, or any other such policy or practice.

Disability or Disabilities, as defined by the AODA and the *Ontario Human Rights Code*, are:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Service Animal As reflected in the Ontario Regulation 429/07, an animal is a service animal for a person with a disability if it is readily apparent that the animal is used by the person for reasons relating to his or her disability, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Support Person As reflected in the Ontario Regulation 429/07, a support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Scope/Staff Primarily Affected

This policy governs the provision of resources and services by the library to persons with disabilities which includes the provision of resources and services by library employees, volunteers, board members, students and any others engaged in the provision of library services.

Policy Details

I. Information and Communication

a) Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by people with disabilities to access the library's resources, services or facilities, notice of the disruption shall be provided in advance.

Notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities, services or systems that may be available.

Notice may be given by posting the information in a conspicuous place on library premises or on the library website or by such other method as is reasonable under the circumstances.

In the event of an unexpected disruption, notice will be provided as soon as possible.

b) Format of Documents

The Library will provide or arrange for the provision of accessible formats and communication support for persons with disabilities, upon request, including:

1. Library policy documents.
2. Information available to the public regarding emergency procedures, plans or public safety information.
3. Accessible Websites and web content.
4. Provide access to, or arrange for, the provision of access to accessible materials where they exist.

c) Feedback Process

The library shall create and maintain a feedback process so that members of the public are able to comment on the provision of resources and services to people with disabilities.

The feedback process will allow for comments in person, by telephone, in writing, or by delivering electronic text by email, or otherwise.

The feedback process will specify the actions that will be taken by the library, if complaints or suggestions are received

II. Customer Service

a) Assistive Devices

Persons with disabilities may use assistive devices in accessing the library's resources, services and facilities.

Exceptions may occur in situations where the library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on library premises. In these situations, the library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using library services, where the library has such other measures available.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

b) Support Persons

Persons with disabilities are permitted to be accompanied by their support persons in areas/premises that are open to the public, when accessing library resources, services and facilities.

The library may deem it necessary to require a support person for a person with a disability in order to protect the health and safety of that person or of others on the premises. This will occur after consultation with the person with a disability and when it is the only means to allow the person with a disability to access the library's resources, services or facilities.

A support person, when assisting a person with a disability to obtain or use library services, will be permitted to attend at no charge where an admission fee is applicable.

c) Service Animals

Persons with disabilities are permitted to be accompanied by their service animals and keep those animals with them in areas that are open to the public when accessing library resources, services and facilities, unless otherwise prohibited by law.

In the event that a service animal is prohibited from the premises, the library will ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the library's resources, services or facilities.

If it is not readily apparent that the animal is a service animal or a guide dog, library staff may ask the person for confirmation of the animal's status, as outlined by the definition of a service animal.

Service animals must be supervised by their owners and kept in control when used to access the library's resources, services and facilities.

d) Training

As required by Ontario Regulation 191/11, the following individuals will receive training on the topics outlined in the regulation:

- Staff, volunteers, agents/contractors and any other individuals who interact with the public or other third parties on behalf of the library; and
- Staff, volunteers, agents/contractors and any other individuals who participate in the development of library policy, practices and procedures governing the provision of resources and services to members of the public.

III. Employment

During the recruitment process, employees and the public will be notified about the availability of accommodation for applicants with disabilities during the assessment or selection process.

Successful applicants will be notified of Town and Library policies and any other additional supports pertaining to the accommodation of employees with disabilities.

The Library will provide or arrange for the provision of accessible formats and communication job supports, upon request.

The Library will provide individualized workplace emergency response information to employees who have a disability.

The Library will develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

The Library will develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work.

During performance management, career development/advancement and redeployment, managers and supervisors will take into account the accessibility needs of their employees with disabilities, as well as individual accommodation plans.

Policy Review

The Accessible Customer Service Policy will be reviewed when additional accessibility related regulations are enacted by the Government of Ontario, or as required.

Revised/Approved: September 13, 2017

Revised/Approved: March 11, 2015

Next Scheduled Review: January 2022

Art Collection Management Policy

Introduction

The Halton Hills Public Library Art Collection Management Policy sets forth the goals of the Halton Hills Public Library with respect to managing its permanent collection of art (including paintings, prints, drawings, sculptures, artifacts and heritage objects). The policy outlines responsibilities and sets standards for art collection related activities at the Halton Hills Public Library.

Legal Authority

The Halton Hills Public Library retains an art collection of art under the trusteeship of the Halton Hills Public Library Board which is appointed by the Town of Halton Hills Town Council under the provisions of the Ontario Public Library Act. The art collection is held and managed in the public trust.

Responsibility of Halton Hills Public Library Staff and Volunteers

The Chief Librarian is ultimately responsible for the art collection and with the Helson Gallery Curator ensures that art collection management policies, guidelines procedures and standards are developed and implemented. The Curator is responsible for ensuring that anyone who works with the art collection is aware of policies and procedures. Halton Hills Library staff and volunteers must follow these procedures and standards in a consistent manner.

Halton Hills Library staff strives to maintain art collection records in an environment conducive to preservation. The Curator will ensure that the art collection is inspected regularly for evidence of damage or deterioration. Any Halton Hills Library staff member or volunteer who discovers a preservation problem or damage to an item part of the art collection must document and report it immediately to the Curator.

All Halton Hills Library staff is responsible for maintaining the security of the art collection. This includes loss or breaches in security particularly for those items on public display at library branches. Halton Hills Library staff and volunteers must document and report immediately any confirmed loss to the Curator who will report it to the Chief Librarian. The Curator will ensure

that Halton Hills Library staff and volunteers who have physical access to the art collection are trained in and use appropriate care and handling procedures.

Ethics

The Halton Hills Public Library acquires artworks if it has adequate resources (human, financial, temporal, spatial) to document, preserve, store, research, exhibit and interpret the artwork/s being considered. The Halton Hills Public Library does *not* acquire material:

- a) which has been collected, sold or otherwise transferred in contravention of any provincial or national statute;
- b) which has questionable, undetermined or unethical history of ownership;
- c) which has been collected, sold or otherwise transferred in contravention of the 1970 UNESCO Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property (or any similar statutes) as ratified by Canada on June 28, 1978.
- d) which may constitute a conflict of interest related to the issue of personal collection. Personal collecting is defined as the acquisition by Halton Hills Public Library and its employees, and the Halton Hills Public Library Board of an artwork similar to or related to that which the Halton Hills Public Library collects or intends to acquire. All Library staff and Board members are required to declare a conflict of interest when such a situation arises. Halton Hills Public Library staff and Board members are required to offer the Halton Hills Public Library the opportunity to acquire the artwork/s in question.

Acquisition

The Halton Hills Public Library collects artworks in accordance with the mandate of the collection. The collection is for the purpose of research, exhibition and interpretation for all generations. A budget line is provided in the annual operating budget of the Halton Hills Public Library for the cataloguing, storage and care of artwork acquired by the Halton Hills Public Library.

Methods of Acquisition

Objects are acquired through gift or bequest, exchange and transfer.

- **Gift or Bequest:** A gift or bequest may be accepted from any source, including a Halton Hills Library staff member.
- **Exchange:** Exchanging artworks between institutions is an established and useful means of developing and improving a collection. Exchanges are arranged by the Curator with the approval of the Chief Librarian.

Exchange may be made provided that:

- Both parties are in full agreement with the terms and conditions
- Both the acquisition and disposal of the artworks are documented for the permanent records
- **Transfer:** The Halton Hills Public Library may acquire artworks by transfer from other institutions. The transfer must be supported with documentation.

The Halton Hills Public Library will accept donations of artworks according to the following criteria:

- Historical and contemporary works of art specific to the Town of Halton Hills
- Historical artworks relevant to people, events and places in the Town of Halton Hills
- Original works of art by noted contemporary and historic Canadian artists

The Halton Hills Public Library reserves the right not to accept any gift of art that will require of the Library a financial commitment towards maintenance, use or expansion.

The Halton Hills Public Library will accept donations of artworks based upon the following considerations:

- Are in good to excellent condition
- Are well documented with an established and adequate provenance

Approval Process for Acquisition

Acquisitions are ultimately the responsibility of the Chief Librarian in consultation with the Helson Gallery Curator. The Curator will issue a prospective donor or vendor a *Temporary Receipt* when artworks are received for consideration by the Halton Hills Public Library Board.

If the work is rejected, the owner will be notified and given thirty days to retrieve the artwork. If the owner does not retrieve the artwork within thirty days it will be returned to the owner at the owner's expense.

A *Deed of Gift* or sales invoice must be signed to prove the transfer of ownership if the work is accepted. The owner has six months to return the signed Deed of Gift to the Curator. If the owner does not return the signed Deed of Gift in that time period, the artwork is returned at the owner's expense.

Income Tax Receipts and Appraisals

Once a year income tax receipts for artworks are issued to all donors to the Halton Hills Public Library art collection. The receipt will reflect fair market value at the time of acquisition determined by appraisal. All tax receipts are issued by the Town of Halton Hills. A tax receipt will not be issued before a Deed of Gift agreement is signed. The appraisal will not be undertaken before a Deed of Gift is signed.

The appraisal is undertaken by an appraiser acting at arm's length from the Halton Hills Public Library and the donor. If an appraiser is used that is not selected by the Halton Hills Public Library, two letters of reference must be received by the Curator before the appraisal can be completed.

The Curator may provide in-house appraisals for works of art valued at \$1000 or less. The cost of an outside appraisal for income tax purposes will be borne by the donor.

The Curator will not recommend to the public a specific dealer, appraiser or auctioneer, but may provide information with the understanding that this does not constitute an endorsement.

Documentation

The Halton Hills Public Library must accurately and thoroughly document the art collection to realize its value and significance. Documentation is essential for collection development,

research, preservation and interpretation. Documentation is the responsibility of the Curator. Documentation will include information in written, electronic, audio visual or graphic form pertaining to the identity, locality, provenance and transfer of legal title of the artworks in the collection and other related information regarding significance, function, description and condition.

When being integrated into the collection, each artwork must be described and/or photographed in sufficient detail to enable the detection of deterioration. Any change in condition or treatment to an artwork will also be documented, such as conservation by a conservator.

Temporary or permanent change in the status of an artwork such as an outgoing loan on exhibit or deaccessioned must be thoroughly documented. The Halton Hills Public Library will use accepted and consistent standards, methods and procedures to document the collection.

Documentation must be maintained as a permanent record. Legal documents dealing with acquisitions must be kept in hard-copy form with duplicate set stored in an off-site location. Copies of electronic records must be maintained and stored off-site. Documentation should be maintained in a secure and stable environment.

Preservation

The Halton Hills Public Library has a responsibility to preserve its art collection in perpetuity. This includes artworks in storage, on exhibit, used for research, on loan and in transit. Halton Hills Public Library staff (as deemed appropriate) and volunteers will be trained by the Curator in proper and current methods of care and handling of the collection, as it pertains to their area of work.

The preservation of the art collection is the direct responsibility of the Curator and the Halton Hills Public Library staff as appropriate.

Use

The Halton Hills Public Library is committed to long-term preservation of artworks. A balance must be struck however between preservation of the collection and its use for research,

exhibition and educational, promotional and commercial purposes. The Halton Hills Public Library acknowledges that access to and use of the art collection by Halton Hills Public Library staff and public increases the risk to the artworks and requires appropriate controls.

Access to the collection is provided through exhibitions, collection records, research files, and consultation with the Curator. The Freedom of Information pursuant to the Municipal and Protection of Privacy and Copyright legislation restricts access to some information.

The Halton Hills Public Library also respects the provisions of the Ontario Heritage Act and the Occupational Health and Safety Act.

Halton Hills Public Library Staff Access to the Collection

The level of Halton Hills Public Library staff access to the collection is determined by the Curator. Staff and volunteers who handle artworks must be appropriately trained and supervised.

Public Use of the Collection

Intellectual access to the collection through records, images and other information may be requested for publication, research, web sites, electronic media, display, promotional materials, personal use, media, films, and advertising. Access to and use of the collection is at the discretion of the Curator and is generally provided to any person who can demonstrate a need.

Determining factors include:

- Condition of the work of visual art
- Risk to the work of visual art
- Location
- Security
- Copyright
- Intended use
- Expertise of the researcher
- Human and financial resources available

Access and fee structure for the use of the collection for commercial purposes are governed by the Curator in consultation with the Chief Librarian.

The Halton Hills Public Library must be credited for any use of any part of the collection with the line: “Courtesy of the Halton Hills Public Library”.

Loans from the Halton Hills Public Library

The Halton Hills Public Library lends artworks to other institutions. Loans are not normally made to individuals. The purpose of the loan must be consistent with the interests of the Halton Hills Public Library and not pose undue risk to the artwork. Loans are made for a specified time period.

The Curator is responsible for ensuring that those who borrow or otherwise use works from the collection for any purpose are able to provide necessary care. Individuals within both the borrowing and lending institutions taking responsibility for the transaction must be authorized to do so. All loans from the Halton Hills Public Library must be approved by the Curator and the Chief Librarian.

Outgoing loans must be fully documented. The documentation will include one copy of the signed loan agreement form including information relating to value and condition. The loan agreement becomes a permanent record.

The Halton Hills Public Library reserves the right not to lend artworks from the collection.

Insurance

Through the Town of Halton Hills, the Halton Hills Public Library Collection is insured while in storage, on exhibition and on loan. The Chief Librarian is responsible for the insurance of the collection at fair market value and acquiring additional coverage when necessary. The Curator is responsible for providing valuations for insurance purposes.

Deaccessioning

Deaccessioning refers to the permanent removal of one or more artworks from the collection. In order to maintain a growing and relevant collection in accordance with the mandate and current professional standards, occasionally it is necessary to deaccession an artwork. Deaccessioning must be undertaken in accordance with the highest professional standards and ethics. Reasons must be ethical, defensible and objective. Approval is required from the Halton Hills Public Library Board.

Criteria for Deaccessioning

The Curator initiating a proposal must be able to demonstrate clearly the need for deaccessioning in accordance with one or more of the following criteria:

- A work of visual art constitutes a health risk to staff or public
- A work of visual art has unethical or illegal provenance
- A work of visual art has been misidentified or is found to be a fake, forgery or copy with no definable purpose for inclusion in the collection
- The Halton Hills Public Library is incapable of providing conditions necessary for minimum curatorial care
- A work of art does not fall within the Halton Hills Public Library's mandate
- A work of may be removed from the collection as a result of a request for repatriation

Conditions for Deaccessioning

When an artwork is deaccessioned, the Halton Hills Public Library must ensure:

- it has clear title to the work or in the case of poorly or undocumented material, be able to demonstrate that it has made a serious diligent and documented investigation to determine ownership
- there are no legal restrictions that prohibit deaccessioning the work
- the reasons for the removal of the work from the collection must be thoroughly documented
- in accordance with professional standards and documentation

If a work is undocumented, the Halton Hills Public Library must make serious and documented effort to learn more about it before considering deaccessioning

Process of Deaccessioning

The process for deaccessioning must be initiated with a written proposal supported by appropriate documentation and recommended means of disposition. The proposal must be brought forward for review by the Curator and the Chief Librarian will then forward the proposal to the Halton Hills Public Library Board for approval.

Methods of Disposition

A demonstrative effort must be made to keep a deaccessioned work in the public domain and in Canada by offering it to other museums or public institutions as a gift or for exchange.

A member of the Halton Hills Public Library Board, Halton Hills Public Library staff or volunteers and their family members may not acquire through any means any work deaccessioned by the Halton Hills Public Library.

When the Halton Hills Public Library chooses to deaccession a work, the Curator may consider notifying the original donor as a courtesy.

The following methods may be considered for disposition of a work from the collection:

1. Gift to another public gallery, museum or institution
2. Exchange with another public gallery, museum or institution
3. Sale through a publicly advertised auction sale or by reputable and established dealers. Funds from the sale are deposited with the Halton Hills Public Library Board and set aside for future acquisition of artworks for the Halton Hills Public Library collection.
4. Destruction
 - if the work poses a danger to staff, public or the collection
 - if the work has deteriorated or is damaged to the point where it does not serve a definable purpose
 - if all reasonable efforts have been made to dispose of the artwork through other methods.Two witnesses must be present to observe and record in writing the destruction.

Repatriation

The Halton Hills Public Library may repatriate artworks in accordance with the principles and guidelines stated in the Canadian Museums Association Ethics Guidelines. All requests for repatriation must be approached with respect and sensitivity. Halton Hills Public Library recognizes that requests for repatriation can only be resolved on a case-by-case basis.

Policy Review

The Halton Hills Public Library Art Collection Management Policy is approved by the Halton Hills Public Library Board. The Halton Hills Public Library Art Collection Management Policy is reviewed on a regular basis, or any time that changes are deemed necessary. The Chief Librarian and the Curator will conduct the review. The *reviewed* version is submitted to the Halton Hills Public Library Board for approval.

Approved: September 13, 2017

Next Scheduled Review: January 2022

Canadian Anti-Spam Legislation (CASL) Policy

Canada's Anti-Spam Legislation ("CASL") came into force on July 1, 2014. Halton Hills Public Library Board (the "library") is committed to complying with CASL and its requirements. Following is the library's CASL compliance policy (the "policy").

Definitions

1. In this policy, the following terms have the following meaning:
 - **"Canada's Anti-Spam Legislation"** or **"CASL"** - means the following Act and Regulations:
 - An Act to promote the efficiency and adaptability of the Canadian economy by regulating certain activities that discourage reliance on electronic means of carrying out commercial activities, and to amend the Canadian Radio-television and Telecommunications Commission Act, the Competition Act, the Personal Information Protection and Electronic Documents Act and the Telecommunications Act, S.C. 2010, c. 23 (the "Act");

- Electronic Commerce Protection Regulations (CRTC), SOR/2012-36; and
- Electronic Commerce Protection Regulations (Industry Canada), SOR/2013-221.
- **“Computer program”** - means data representing instructions or statements that, when executed in a computer system, causes the computer system to perform a function.

Examples of computer programs include, but are not limited to:

 - software;
 - applications (apps);
 - games;
 - e-books;
 - any upgrades or updates to an existing Computer Program; and
 - any other computer code that meets the above description.
- **“Computer system”** - means any device that, or a group of interconnected or related devices one or more of which:
 - contains computer programs or other data, and
 - pursuant to computer programs,
 - performs logic and control, and
 - may perform any other function.

Examples of a computer system include, but are not limited to: a computer; a server; a hard drive; a mobile telephone; a tablet.
- **“Electronic message” or “EM”** - means a message sent by electronic means to an electronic address, including, but not limited to messages sent:
 - by email;
 - by text message;
 - by instant message;
 - via a social media account.

For greater certainty, an EM does not include messages:

 - sent via posted mail;
 - sent via fax;
 - communicated via a two-way voice conversation;
 - communicated via voicemail to a telephone account; and/or
 - posted or published on a website (but not sent to an electronic address).

- **“Electronic address”** - means an address used in connection with the transmission of an electronic message to:
 - an email account;
 - an instant messaging account;
 - a telephone account;
 - a social media account; or
 - any similar account.
- **“Exemptions”** - means the exemptions to the requirements of subsections 6(1) and/or 6(2) of the Act, as prescribed in CASL.
- **“Express consent”** - means the explicit and/or expressed communication by a person that the person wishes to receive EMs from the library.
- **“Implied consent”** - means the existence of the requirements prescribed in Part VI herein.
- **“Person”** - means an individual, partnership, corporation, organization, association, trustee, administrator, executor, liquidator of a succession, receiver or legal representative.

General

1. The library requires all of its directors, officers, employees and volunteers, and any other person who communicates on its behalf, to comply with this policy.
2. The Chief Librarian and the Marketing and Communications Specialist are responsible for managing the implementation of this policy.
3. Notwithstanding anything in this policy, at the library’s sole and absolute discretion, the library may rely on any one or more of the exemptions. A determination as to when a situation would be subject to any one of the exemptions shall be made by the library on a case-by-case basis.
4. At its sole and absolute discretion, the library may at any time revise this policy to ensure that the library remains in compliance with CASL.

Electronic Addresses

1. No person shall collect an electronic address for the purposes of sending electronic messages to the person who owns that electronic address on behalf of the library, without having first obtained the consent of that person.

2. All the electronic addresses collected by or on behalf of the library shall be entered, stored and managed by the library in a centralized database, which is connected to and/or managed by the library's integrated library system ("ILS").
3. All individuals who obtain and/or collect electronic addresses on behalf of the library must enter those electronic addresses into the database noted above, in accordance with the library's policies and procedures respecting collection of personal information.

Electronic Messages (EM)

- a) the library's name and mailing address;
 - b) the library's email address and telephone number; and
 - c) the library's unsubscribe mechanism, as prescribed at Part V herein.
1. No EM shall be sent by or on behalf of the library, in the course of carrying on the library's activities, unless the recipient of the EM has provided his or her express consent or implied consent to receive EMs from the library (as particularly prescribed at Parts V and VII of this policy).
 2. EMs sent by or on behalf of the library in the course of carrying on the library's activities may only be sent to electronic addresses that have been entered into the database specified for this purpose.
 3. All EMs sent by or on behalf of the library in the course of carrying on the library's activities must include the following information:
 - between employees of the library; and/or
 - from employees of the library to employees of other libraries,
 4. EMs sent:
shall concern the activities of the library only.
 - use his/her personal electronic address and not an electronic address owned by the library to send the EM; and
 - obtain the express consent of the recipient employee prior to sending the EM.
 5. If an employee of the library sends an EM to another employee of the library or to an employee of another library, which promotes, markets, advertises or otherwise encourages participation in commercial activity associated with an organization other than the library, the sending employee must:

Express Consent

- a) the date and time the express consent was given;
 - b) the types of EMs the person has consented to; and
 - c) the manner in which the express consent was given.
 - d) a request that the recipient consent to receive EMs from the library;
 - e) the purpose for which the consent is being sought (e.g., for receiving EMs);
 - f) the library's name and mailing address;
 - g) the library's email address and telephone number; and
 - h) a statement that consent may be withdrawn at any time.
1. The individual requesting the consent shall disclose to the person from whom the consent is being sought:
 - that the consent is being sought on behalf of the library;
 - the purpose for which the consent is being sought (e.g., for receiving EMs; for installing a particular computer program);
 - the library's mailing address;
 - the library's email address and telephone number; and
 - that the person may withdraw the consent at any time.
 2. If consent is requested in person, the individual seeking the consent shall request that the person sign a form stating: "I hereby consent to my/my child's e-mail address being used by the Halton Hills Public Library staff for electronic communications regarding materials on hold and overdue, upcoming service changes, free and fee-based programs and special events".
 3. If consent is requested by telephone, the individual seeking the consent shall request that the person send an email or text message to the Access Services Librarian with the following sentence: "I / we hereby consent to receive electronic communications from the Halton Hills Public Library".
 4. The library shall endeavour to obtain express consent from all persons to whom it sends EMs, at all reasonable opportunities.
 5. Express consents provided to the library shall be entered into the library's database in accordance with the library's procedures, and shall specify:

6. All requests for express consent made by or on behalf of the library in writing (whether electronic or in hard copy format), must include the following:
7. Express consent shall not be sought by or on behalf of the library by sending an electronic message to an electronic address, unless the library has implied consent (as prescribed at Part VI herein) from the person to whom the electronic message is being sent.
8. All requests for express consent made in writing shall not include pre-checked boxes.
9. All express consents provided to the library in hard copy format shall be scanned and saved in the ILS database.
10. All requests for express consents made by or on behalf of the library orally shall follow the following procedure:
11. Any individual who obtains express consent on behalf of the library shall enter the express consent into the database specific for this purpose within 10 business days of receiving the express consent, or as soon as is reasonably possible, in accordance with the library's procedures.

Implied Consent

- a) Persons who are current, active cardholders of the library;
- b) Persons who were cardholders of the library but who ceased to be cardholders in the 24 months preceding the date of the sending of the EM;
- c) Persons who entered into a financial transaction with the library in the 24 months preceding the date of the sending of the EM;

Tracking of the 24 months period is performed through the library's Integrated Library System.

Transition cardholders: means individuals:

1. who were cardholders of the library prior to July 1, 2014;
 2. who ceased to be cardholders of the library prior to July 1, 2014; and
 3. to whom the library has sent EMs prior to July 1, 2014.
- **Prior to July 1, 2017**, the library has implied consent to send EMs to transition cardholders, in the course of carrying out library activities.
 - **After July 1, 2017**, no EMs may be sent to transition cardholders by or on behalf of the library in the course of carrying out library activities, unless:

- there is implied consent to send those persons EMs, in accordance with section 21 of this policy; and/or
 - there is express consent to send those persons EMs, in accordance with Part V of this policy.
4. The library has implied consent to send EMs to the following:
- For the purposes of this section, the following terms have the following meaning:

Unsubscribe Mechanism

1. All EMs sent by or on behalf of the library in the course of carrying out library activities shall include a mechanism by which the person receiving the EMs may unsubscribe, i.e., opt-out from receiving electronic messages from the library (the “Unsubscribe Mechanism”).
2. The unsubscribe mechanism shall be prominently displayed in the body of all EMs sent by or on behalf of the library. All requests to unsubscribe shall be communicated by the individual who receives the request to the Access Services Librarian, or if the Access Services Librarian is unavailable, to the IT Specialist, within 2 business days of the receipt of the unsubscribe request.
3. All requests to unsubscribe shall be entered into the library’s database specified for this purpose by the Access Services Librarian, or if the Access Services Librarian is unavailable, to the IT Specialist, within 2 business days of being notified of the request, in accordance with the library’s procedures.
4. No EMs shall be sent by or on behalf of the library to any person who made a request to unsubscribe, 10 days after the request was made and thereafter, unless the person provides his or her express consent to receive EMs from the library, or unless the EM meets one of the exemptions (to be determined by the library on a case-by-case basis).

Third-Parties

Third Party - means a person who is not a director, officer or employee of the library, who sends EMs that promote, advertise, market, or otherwise encourage participation in the library’s activities.

1. For the purposes of PART VIII of this policy, the following terms have the following meaning:

2. The library requires that all third parties have express consent or implied consent (as prescribed at Parts V and VI of this policy) from the persons to whom the EMs from the library are being sent, prior to the sending the EMs.
3. The library shall not be held liable for any and all EMs sent by third-parties that are not sent in compliance with this policy.
4. All third parties agree to defend, indemnify and hold harmless the library and its directors, officers, employees, agents and trustees, from and against any and all complaints, claims, actions or demands resulting from, and/or arising out of, the third parties' breach of this policy, including, but not limited to, for any and all regulatory proceedings, warrants, preservation demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.
5. At its sole and absolute discretion, the library may, from time to time, enter into agreements and/or arrangements with third parties that may not necessarily be in compliance with this policy, but which ensure the library's compliance with CASL.
6. Notwithstanding anything in this policy, at its sole and absolute discretion, the library may rely on one or more of the exemptions for EMs sent by third parties. A determination of whether a particular EM sent by a third party is subject to an exemption will be made by the library on a case-by-case basis.

Computer Programs

- a) A cookie;
 - b) HTML code;
 - c) Java Script; and
 - d) An operating system.
1. In the course of conducting library activities, no person shall cause a computer program to be installed on a computer system.
 2. Notwithstanding section 33, there is no requirement to obtain express consent to install the following computer programs on behalf of the library:

Use of the Library's Computers/Internet Connection

1. a computer system owned, operated and/or controlled by the library; and/or
2. an Internet connection owned, controlled and/or provided by the library (including any wireless connection), must carry out his or her activities in a manner that is compliant with CASL.
3. Any person who contravenes this part shall defend, indemnify and hold harmless the library and its directors, officers, employees, agents and trustees, from and against any and all complaints, claims, actions or demands resulting from, and/or arising out of, that person's actions, including, but not limited to, for any and all regulatory proceedings, warrants, preservation demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.

Training

1. Within 60 days of the implementation of this policy, the library's directors, officers, employees and volunteers are required to attend mandatory training on this policy (the "Training").
2. The Training shall be prepared and conducted by the Chief Librarian.
3. Records of attendance at the training shall be taken and tracked by the library.
4. *New hire Training*: all new directors, officers, employees and volunteers of the library shall be required to attend the training, within 60 days of joining the library and/or becoming a volunteer for the library.
5. *Refresher Training*: Refresher training shall be conducted every 24 months. Attendance at the refresher training shall be mandatory on all directors, officers, employees and volunteers of the library.

Audit

1. Once every 12 months, the library shall conduct an audit of its electronic communication practices, to ensure compliance with this policy (the "Audit"). The audit shall be conducted and managed by a member of the library's Leadership Team.

2. Notwithstanding section 36, at the library's sole and absolute discretion, the library may from time to time conduct an audit of its electronic communication practices to ensure compliance with this policy (the "random audit").
3. In the event the annual or random audit discloses discrepancies between this policy and the library's communication practices, such discrepancies shall be addressed by the library to ensure compliance with the policy, as soon as is reasonably possible.

Revised/Approved: September 13, 2017

Approved: January 14, 2015

Next Scheduled Review: January 2022

Children's and Youth Services Policy

Every young person, from infancy through the teen years, will have access to the services of the Halton Hills Public Library. The library will provide appropriate material in print, non-print and electronic formats, as well as resources, programs and reader guidance to meet informational and recreational needs. CAYS also serves parents, caregivers and other adults. Library staff will assist children and their parents or caregivers to evaluate and choose material tailored to their individual needs, standards and abilities.

We strive to maintain an environment that is inviting to and respectful of the needs of children and youth. For these groups, each branch of the library will have dedicated areas with appropriately-designed furnishings and equipment.

Intellectual Freedom

The Halton Hills Public Library Board adopted the OLA's *Children's Rights in the Public Library** statement in 1998 and their *Teen Rights in the Public Library***. Subsequently, these documents are reflected in all of our children's and youth policies. The document states that children have the right to intellectual freedom and the right to access all information and services in the library. The library has no mandate to act "in loco parentis" and thus it is the responsibility of parents to monitor and decide what print or electronic materials or information they will permit their children to access.

Safety

The Halton Hills Public Library is committed to the well-being and safety of children. We want children to enjoy the spaces, services and programs designed with their needs and interests in mind. However, any public place may present risks for young children who are not accompanied by a parent, guardian or responsible caregiver. To reduce these risks, Halton Hills Public Library requires that children under the age 10 years must be accompanied by a parent, guardian, or a responsible person 12 years of age or older except when attending a children-only library program.

Children's and Youth Services Staff may assume temporary supervision of a child while the child is attending a children-only library program, otherwise, staff will not be responsible for supervising or monitoring accompanied or unaccompanied children of any age. The responsibility for the safety and behaviour of children in the library rests with the parent, guardian, or caregiver and not with the library staff.

All Halton Hills Public Library staff are required, under the *Child and Family Services Act*, to report to the Children's Aid Society, suspicions of physical, emotional or sexual abuse of children who are, or appear to be, under the age of 16 years. All Children's and Youth Services staff are required to provide Vulnerable Sector Clearance.

Partnerships

Halton Hills Public Library will work with other community agencies to advocate for children and to develop strong community networks, build institutional supports, and form mutually-beneficial partnerships on behalf of children.

*** OLA Position on Children's Rights in the Public Library**

Children in Public Libraries have the right to:

- Intellectual freedom
- Equal access to the full range of services and material available to other users.
- A full range of material, services and programs specifically designed and developed to meet their needs.

- Adequate funding for collections and services related to population, use and local community needs.
- A library environment that complements their physical and developmental stages.
- Trained and knowledgeable staff specializing in children's services.
- Welcoming, respectful, supportive service from birth through the transition to adult user.
- An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
- Library policies written to include the needs of the child.

**** In recognizing the vital role that libraries play in literacy and youth development, the Halton Hills Public Library Board adopts: Teen’s Rights in the Public Library**

Teens in Ontario Public Libraries have the right to:

1. Intellectual freedom, that is, free access to library resources and information sources and the right to select materials appropriate to their needs without censorship.
2. Equal access to the full range of materials, services, and programs specifically designed and developed to meet their unique needs.
3. Adequate funding for collections and services related to population, use, and local community needs.
4. Collections that specifically meet the needs of teens.
5. A library environment that complements their physical and developmental stages.
6. Welcoming, respectful, supportive service at every service point.
7. Library programs and services appropriate for teens.
8. Trained and knowledgeable staff specializing in teen services.
9. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of teen services.
10. Library policies [which] are written to include the needs of the youth.

Based on the Ontario Library Association Statement passed in Toronto, June 11, 2010

Revised Approved: April 11, 2018

Reviewed/Approved: September 13, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: January 2022

Code of Conduct for Library Users Policy

Our top priority is to ensure a positive library experience for everyone. At the Halton Hills Public Library, everyone's conduct is to be:

- Respectful of all patrons, visitors, staff and volunteers
- Careful and considerate of library property
- Lawful
- Responsible

Everyone is expected to:

- Attend to and supervise children in their care
- Attend to personal belongings
- Use library furniture, equipment and property properly, and only for the usual and intended purposes

Examples of behavior that is NOT permitted include:

- Bringing any animal other than one trained to assist persons with disabilities in accordance with the *Accessibility for Ontarians with Disabilities Act*
- Smoking on or within 9 metres of library premises
- Engaging in conduct that is abusive, harassing, or sufficiently noisy to annoy others
- Actions or behaviours that damage library property
- Damage or theft of library material
- Body or clothing odor which constitutes a nuisance to others
- Entering non-public areas
- Canvassing, selling, soliciting or distributing of circulars or other articles
- Photographing or filming without prior approval from a senior staff member
- Taking library material into washrooms

Patrons must, if so requested on leaving the library, make available for inspection the contents of all bags, briefcases and other containers and all papers, books and other reading material in their

possession. *Such examination shall be for the sole purpose of determining ownership and ascertaining that library material has been properly discharged.*

Revised/Approved: September 13, 2017

Revised/Approved: September 16, 2014

Next Scheduled Review: January 2022

Community Displays Policy

Halton Hills Public Library is committed to supporting the community in which it does business and as such makes space available for non-profit community groups to promote their community services, programs or upcoming events free of charge. This policy includes community displays, community display boards and community brochure holders.

The granting of space does not imply endorsement of the group or event by the Halton Hills Public Library Board.

Organizations requesting space must:

- be based in Halton Hills or be providing direct services to Halton Hills
- be a non-profit or charitable organization

Community Display Case

The Georgetown Branch of the Halton Hills Public Library has a display case located in the lower level of the library near the Partners Space available to community groups. The Acton Branch of the Halton Hills Public Library has a display case located at the River Street entrance. Non-profit community groups may request these cases to put up display boards and posters, and provide an assortment of flyers for visitors to pick up. Displays may promote fundraising events; however, donation boxes are not accepted. The display cases can be used for a maximum of one month, subject to availability. The display cases may be booked one year in advance.

Community Display Boards

The library provides space on its public bulletin boards to non-profit community groups for the display of informational bulletins and posters of interest to the local community, subject to availability. The items must be professionally printed (no handwritten publications will be permitted) and no larger than 11 inches by 17 inches in size. No announcements of a personal or commercial nature will be posted. All notices, posters and free literature must be approved and placed on the community display boards by library staff. Materials found posted without approval, will be removed.

Community Brochure Holders

The library provides space in its public brochure holders to non-profit community groups for the display of informational bulletins and posters of interest to the local community, subject to availability. All brochures must be approved and placed in the brochure holders by library staff. Materials found posted without approval, will be removed.

Reviewed/Approved: September 13, 2017

Revised/Approved: September 16, 2014

Next Scheduled Review: January 2022

Confidentiality and Retention of Patron Information Policy

Confidentiality of Patron Information

It is the policy of the Halton Hills Public Library Board to maintain the privacy of the patrons of its services and to consider any library records containing information leading to the identification of an individual patron to be confidential in nature. The Chief Librarian serves as the Privacy Officer for the Halton Hills Public Library.

The library collects information solely for the purpose of managing library operations. The purpose for collection is conveyed to the public on the patron registration form, as follows:

Personal information on this form is collected under the authority of the Public Libraries Act, R.S.O. 1990, c. P 44; S. 23 S.S.4 (f) and is subject to the provisions of the Municipal

Freedom of Information and Protection of Privacy Act. This information is used for the administration of the library program including the lending and retrieval of material, the collection of fines and fees, service planning and development. Questions about this collection should be forwarded to the Chief Librarian, 9 Church St., Georgetown L7G 2A3 (905) 873-2681.

The Board will adhere to the provisions of the provincial “Municipal Freedom of Information and Protection of Privacy Act”, R.S.O., 1990. Library records of patrons are for the sole purpose of protecting public property. Access to these records is limited to:

- library employees for service delivery and planning purposes; and
- the individual to whom the information relates, or if the individual is less than sixteen years of age, to the parent/guardian.

The individual will be requested to provide proof of identity before any information from his/her patron file will be released.

Under no circumstances shall library staff provide information from a patron’s record to a third party. No library records containing personal information shall be made available to members of the public, press, or any agency of government except under due process of law.

The Board and staff shall resist the issuance of enforcement of any such process until such time as a proper showing of good cause has been made in accordance with Section 32 of the “Municipal Freedom of Information and Protection of Privacy Act”, R.S.O., 1990. Such exceptions include “disclosure to an institution or a law enforcement agency in Canada to aid in an investigation with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result”. It also includes compassionate circumstances which would “facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased”. All requests for the disclosure of personal information shall be made in writing to the Chief Librarian. The Chief Librarian will determine the appropriateness of the request, and may bring the request to the attention of the Library Board, and/or require a court order or subpoena from a competent jurisdiction. Moreover, any costs incurred by the library in the

provision of required information, even under court order, shall be chargeable to the agency or individual demanding such information.

Exceptions

- If patrons do not return items on time, or owe the library money, the Halton Hills Public Library reserves the right to provide such information to other libraries, a collection agency or to take legal action if warranted.
- If the library provides an enhanced service or program through a third party, that company must inform the patron of their privacy policy. The third party must receive consent from the patron.

Retention of Patron Information

Information respecting library patrons will be retained according to the schedules described below. Retention periods depend on whether a patron record has the status of “active” or “inactive”

Active Patrons

Patrons who have used their Halton Hills Public Library card in the last two years will be considered active. Any information such as fines/fees paid or waived and lost items returned will be deleted from the active patron’s history file after seven years; other basic contact information such as the patron’s address, phone number and email will be retained.

Inactive Patrons

Patrons who have not used their Halton Hills Public Library card in two years will be deemed to be inactive, and their records will be purged electronically from the database following three years of inactivity if there are no blocks attached, e.g., fines, charges, lost items. Inactive cards with blocks will be retained for seven years. After seven years, records will be electronically purged from the database regardless of unresolved blocks.

Patron Data

For the purposes of following up on lost items or on damages after an item has been checked in, staff can determine the last borrower until the next check in or for 180 days if the item has not been borrowed.

A patron has access to his/her borrowing record which includes his/her contact information, items currently borrowed, items reserved, reserved items awaiting pick-up, items overdue and lost, and outstanding fines/fees. A patron does not have access to a full history of items borrowed and checked in, unless s/he has agreed to the storage of borrowing history, subject to the retention policies of a third party (e.g., Innovative Interfaces).

Data on a patron's reserves is kept until the reserve is fulfilled, cancelled by the patron, or until the reserve has expired (one year, but may be extended on request).

Revised/Approved: September 13, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: January 2022

Contests and Lotteries Policy

This policy is intended to meet the requirements of the *Competitions Act* and the *Ontario Lottery and Gaming Corporation Act*.

The policy aims to ensure that HHPL is compliant with all legislation related to contests and lotteries, and to outlining the circumstances in which it is appropriate for HHPL staff, board members and/or family members to participate in HHPL contests.

Compliance

HHPL commits to providing the following information to the public for each contest:

- Number and value of prizes
- Geographic area(s) to which the prizes relate
- Skill testing question requirement (if there is one)
- Contest closing date
- Any important information relating to the chances of winning (such as odds of winning)
- Method of selecting winners (i.e. skill or random)

- Method of no purchase entry

HHPL also commits to contacting winners and/or distributing prizes as soon as possible after the contest closing date.

HHPL, as a public library constituted under the *Public Libraries Act*, is not eligible for a lottery licenses under the *Ontario Lottery and Gaming Corporation Act*. To be considered a contest and not a lottery, the contest must be free to enter and/or there must be a method of "no purchase entry" available.

Participation

The intent of promotional contests is to increase awareness and/or use of an HHPL program or service.

To ensure that there is no perception of bias, HHPL staff and board members may not participate in any HHPL contest open to members of the public.

Immediate family members of HHPL staff and board members may participate in HHPL contests where the winners are chosen randomly.

Immediate family members of HHPL staff and board members may apply to merit-based contests where blind judging is carried out by a panel where the majority of judges are independent community members and not employees of the library, or board members.

Definitions

Contest: According to the *Competition Act*, a promotional contest is defined "as any contest, lottery, game of chance or skill, or mixed chance and skill, or disposition of any product or other benefit by any mode of chance, skill, or mixed chance and skill, for the purpose of promoting, directly or indirectly, the supply or use of a product, or for the purpose of promoting, directly or indirectly, any business interest."

Immediate family members: Immediate family members include parents, common-law partner or spouse, brothers or sisters, children, grandchildren, and grandparents of the employee/board member and those of the employee/board member's partner.

Prize: Any item of value including small incentives offered, or drawn for, during programs or promotional events.

Merit-based contests: Contests where submissions are judged according to skills and chance plays no part in the determination of winners. Odds of winning depend on the number of entries received and skill of entrant.

Approved: June 12, 2019

Disposal of Library Material Policy

Library property (material), which is judged no longer useful in accordance with collection development policy, may be disposed of in the following manner:

Materials

1. Books, non-print material from the library collections or gifts/donations of same shall be, where feasible, made available for sale at the Friends' Kiosks. The *Friends of the Halton Hills Public Library* oversee the book sale Kiosks at both branches. The revenue derived therefrom is collected and managed by the Friends of the Library, to be used to fund enhancements proposed by the Chief Librarian. Material not sold at the Kiosks may be given to local not-for-profit organizations, or may be forwarded to agencies engaged in gift/exchange programs or may be sent for recycling if unsuitable for other purposes.

Equipment and Furnishings

1. If any other library property/equipment is deemed obsolete, unrepairable or unnecessary, it must be declared surplus to the Chief Librarian. For items valued under \$10,000, items may, at the discretion of the Chief Librarian, offer the surplus goods to any non-profit

entity. When no other use can be found for these items, they shall be added to the surplus list and disposed of through formal auction, internet auction, tender, quotation, trade-in, recycling or waste removal, whichever is in the best interest of the library.

2. If the market value of surplus items is over \$10,000 as determined by the Manager of Purchasing and the Chief Librarian, the Library Board shall dispose of surplus items through formal auction, Internet auction, tender or quotation or trade-in, whichever is in the best interest of the library. Surplus items are disposed of through the Town's normal disposal process.

Property found in the library and unclaimed after six months may be disposed of as above.

Reviewed/Approved: September 13, 2017

Revised/Approved: September 16, 2014

Next Scheduled Review: January 2022

Diversity and Inclusion Policy

The Halton Hills Public Library is committed to fostering an environment of understanding and respect. The Halton Hills Public Library Board endorses the Statement on Diversity and Inclusion as set out by the Canadian Library Association*.

Libraries strive to deliver inclusive service. The Halton Hills Public Library recognizes and affirms the dignity of those they serve, regardless of heritage, education, beliefs, race, income, religion, gender, age, sexual orientation, gender identity, physical, or mental abilities.

The Halton Hills Public Library makes diversity and inclusion priorities in planning and decision making for staffing, collections, and services.

The Halton Hills Public Library acts to ensure that people can enjoy services free from attempts by others to impose values, customs or beliefs.

*Canadian Library Association Position Statement on Diversity and Inclusion Approved by Executive Council – May 25, 2008.

The Canadian Library Association believes that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion. Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income. Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.

Approved: February 14, 2018

Next Scheduled Review: January 2022

Duties of the Chief Librarian Policy

1. Based on research, suggests and implements short and long term plans for enhancing the library's services and facilities and reports regularly on progress.
2. Acts as technical advisor to the Board; recommends needed policies for Board action; recommend employment of all personnel and supervises their work.
3. Oversees the hiring, promotion, performance management and dismissal of all library personnel.
4. Understands local and provincial laws that affect library operation and plays an active role in initiating and supporting beneficial library legislation.
5. Carries out the policies of the library as approved by the Board.
6. Maintains an active program of community relations; develops and maintains mutually beneficial partnerships with community organizations.
7. Prepares an annual budget for the library in consultation with the Board and gives a current report of expenditures against the budget at each meeting.
8. Has overall responsibility for selection, acquisition, processing and maintenance of all library material.

9. Attends all Board meetings other than those in which the Chief Librarians' tenure, performance or salary are discussed.
10. Serves as the Board's Secretary/Treasurer and Chief Executive Officer. Prepares and/or ensures the timely distribution of the Board meeting packages including the agenda, correspondence, minutes, financial reports, and other service-related reports.
11. Connects with local, provincial, and national professional organizations, and attends professional meetings and workshops.
12. Co-ordinates with and make use of the services of provincial library agencies.
13. Reports regularly to the Library Board, the officials of the local government and the general public on library initiatives, performance indicators and other issues of interest.
14. Maintains effective working relationships with Town staff and other partners.
15. Supports the advocacy work of the board and assists where necessary.

Reviewed/Approved: September 13, 2017

Revised/Approved: November 12, 2014

Next Scheduled Review: January 2022

Emergency and Security Policy

The Board shall ensure that adequate emergency and security procedures are established and maintained for each facility in its jurisdiction. It shall be guided in this by the applicable legislation and municipal policies.

The Chief Librarian has the responsibility for recommending policies to the Board and for organizing the initial response to an emergency. In the absence of the Chief Librarian, responsibility lies with an in-charge person (ICP). In the event of any emergency, the ICP shall implement procedures and notify, as soon as possible, their supervisor and the Chief Librarian. The Chief Librarian will advise the Board Chair or designate, and if appropriate, the Mayor, the Town's Chief Administrative Officer, Commissioner of Corporate Services and the Commissioner of Recreation and Parks.

Emergency and security procedures are outlined in the In-Charge Person (ICP) Manual and staff designated to exercise ICP authority shall be fully conversant with this manual. The ICP Manual deals with more common emergencies such as a failure of electricity, heating and water, and less common emergencies such as fire, a gas leak, noxious fumes, severe building damage, severe accidents involving injury, and severe weather conditions. The ICP Manual also includes procedures for a lockdown, where the evacuation of a branch is neither safe nor advisable and steps are required to isolate patrons and staff from danger. It shall be the responsibility of the Chief Librarian or designate to ensure that this manual is kept up-to-date and that staff are properly trained.

In the case of very uncommon emergencies involving the Library and beyond, the Chief Librarian will be guided by the Departmental Emergency Response Plan and the Town's Emergency Response Plan. Examples of such an emergency include extensive flooding, tornado damage, and a pandemic significantly affecting the health of staff and the general population. The Chief Librarian is responsible for supplying and updating Library-specific information to this Plan.

When the resources of the Library are deemed insufficient to control the emergency, the Mayor, the Chief Administrative Officer, the Commissioner and Chief of Fire Services and/or the Chief of Police are authorized to activate the Town's Emergency Notification System in accordance with the Emergency Response Plan. The Communications Supervisor of the Halton Regional Police Service will notify members of the Emergency Control Group, designated by the Town. The Chief Librarian is a member of the Town's Emergency Support Group which provides logistical and technical support to the Emergency Control Group in areas related to their expertise. Specifically, the Chief Librarian is responsible for providing comprehensive information services as deemed necessary, and maintaining a log to record all actions. With regard to building security, all staff members with the exception of Library Pages have been provided personal keys/fobs for all staff doors. Staff that may require access, have been provided with a building security code for the Acton and Georgetown branches.

Keys/fobs are the responsibility of the recipient. Key/fob holders will be asked to sign a statement confirming their possession of a key/fob and their responsibilities. This statement will be kept in the personnel files. For security reasons, keys/fobs shall not be given out or the security code disclosed to anyone that is not entitled to them, as outlined above. If a staff member leaves the employ of the library for any reason:

- The staff member's building security code will be deleted immediately.
- The staff member's fob will be deactivated immediately
- The staff member shall return all keys/fobs on their last day of employment.

The Board shall ensure that community protective services have the information they require to carry out their responsibilities.

Revised/Approved: October 4, 2017

Revised/Approved: February 8, 2017

Next Scheduled Review: February 2022

Exam Proctoring Policy

Library premises may be used by individuals or groups for the writing of examinations provided the conditions set by the exam setting institution or agency can be met without undue disruption to the Library's normal functions.

The Library will accept no out-of-pocket costs to meet the conditions. Any costs for copying, postage, room rental etc. must be borne by the exam writer.

Invigilation or supervision of the actual exam writing may be undertaken by library staff (Librarian or Supervisor), if qualified under the conditions established by the exam setting institution or agency. The hourly rate for staff to invigilate or supervise the exam using one of the Library's meeting rooms will be consistent with the rental rate of the Partner Rooms as set in Schedule A of the Meeting Room Policy.

If the Library or Supervisor does not meet the established conditions, it shall be the responsibility of the exam writer to provide a properly qualified individual to perform this task.

Reviewed/Approved: October 4, 2017

Revised/Approved: May 14, 2014

Next Scheduled Review: February 2022

Financial Management Policy

The Halton Hills Public Library Board is accountable to the Town of Halton Hills and, through them, the community of Halton Hills for the Library's financial affairs. In accordance with the *Public Libraries Act*, the Library's financial affairs will be managed responsibly to ensure that the Board meets its fiduciary responsibilities, with due caution, using ethical and honest practices.

This policy defines the context within which the Library's fiscal authority has been established.

Section 1: Board Fiscal Responsibilities

Appointment of Treasurer

In accordance with the *Public Libraries Act*, R.S.O 1990 c. P.44, s. 15 (4), the Board is responsible for appointing a Treasurer who shall:

- a) receive and account for all the Library's money;
- b) ensure there is an account or accounts in the name of the Board in a chartered bank, trust company or credit union approved by the Board;
- c) deposit all money received on the Library's behalf to the credit of that account or accounts;
and
- d) disburse the money as the Board directs.

As per the Library Board bylaw Article 11 (3), the Chief Librarian will act as the Board's Treasurer.

Security of Treasurer

In accordance with the *Public Libraries Act, R.S.O 1990 c. P.44*, s. 20 (h), the Board shall take proper security for the treasurer. Taking proper security means:

- a) conducting a police background check on the treasurer prior to their appointment;
- b) instituting proper safeguards to ensure the treasurer's (or delegate's) safety in handling monies;
- c) having financial procedures in place that demonstrate due diligence in terms of protecting the Library's monies;
- d) insuring the Board against the loss of monies as a result of the failure of the treasurer to properly perform his or her duties.

Budget Development (Estimates)

In accordance with the *Public Libraries Act, R.S.O 1990 c. P.44*, s. 24 the Board,

- a) shall submit to the appointing council, annually on or before the date and in the form specified by the Council, estimates of all sums required during the year for the purposes of the Board;
- b) shall ensure that the amount of the Board's estimates, that is approved or amended and approved by the council, shall be adopted by the Board and shall be allocated to the Board by the Town of Halton Hills;
- c) shall apply the monies allocated to it in accordance with the estimates as approved;
- d) may request that Council authorize a variation to the estimates.

Real Property

In accordance with the *Public Libraries Act, R.S.O 1990 c. P.44*, s. 19 the Board has authority to acquire land for its purposes, to erect or alter buildings, and to sell or dispose of land or buildings.

At the Town of Halton Hills, the arrangement between the Town and the Library is such that the Town owns the land and buildings required for library purposes and the Library is responsible for providing services.

Debentures for Library Purposes

In accordance with the *Public Libraries Act, R.S.O 1990 c. P.44*, s. 25, the Board may request the Town to raise debentures for funds to acquire land, construct buildings, or to acquire books and other materials required for a newly established library.

Audit

In accordance with the *Public Libraries Act, R.S.O. 1990*, Reg. 976, s. 1 (b), the Library's accounts shall be audited by auditors appointed by the Town. The Chief Librarian will receive a copy of the Audited Financial Statements and present them to the Library Board for its review before submitting to the Minister responsible for provincial library services.

The Halton Hills Public Library Board retains the final authority for the disposition of all funds allocated to it by the Town of Halton Hills, as approved by Town Council, the Province of Ontario and other sources of revenue within the parameters established under the *Public Libraries Act R.S.O., 1990*.

Since 1974, the Corporate Services Department of The Town of Halton Hills has:

1. Received and managed library revenues;
2. Performed the accounts payable function, issuing Town cheques for approved invoices and processing payment for purchasing card expenditures presented by the library staff and/or the Board;
3. Performed payroll functions for library staff.

All interest accruing from library revenues deposited with the Town are retained by it and absorbed into its general revenues.

No charge-back is made by the Corporate Services Department for the accounting services it provides to the Board.

No financial cheque signing authority is required for either Board or staff members as all cheques are issued by the Town Treasurer.

The library budget and general ledger are presented and maintained in the format adopted by the Town and treated by the Town as one of their regular departmental accounts.

The Halton Hills Public Library Board is responsible for ensuring that a clear financial accountability framework is established for the Library.

Section 2: Financial Management Responsibilities

Chief Librarian

1. Is responsible for the administration of all library financial matters
2. Develops an annual operating budget and capital budget plan that meets the Board's direction
3. Delegates budgetary responsibility and accountability as appropriate
4. Holds accountable for the development, monitoring and management of their budgets those who have been delegated financial responsibility
5. Monitors financial performance during the year
6. Advises the Board of any significant financial matters arising
7. Presents monthly financial statements to the Board
8. Presents forecasts to the Board, based on percentage spent to date
9. Ensures the completion of an annual audit statement
10. Provides the Town with all information necessary for quarterly variance purposes
11. Ensures compliance with the Town's Purchasing Policy

Section 3: Staff Responsibilities²

Daily Cash Reconciliation and Deposits

- Following the Library's procedures for daily cash handling and deposits, cash is counted, reconciled and deposited by staff at each branch at least once weekly
- Reconciliation paperwork associated with every deposit requires two staff signatures
- Deposits are made by designated staff in accordance with the Library's procedures

² All staff handling cash, including daily reconciliations and deposits, and all staff reviewing and approving cash statements are required to have an up-to-date Criminal Records Check on file.

Accounts Payable

- Following the purchasing procedures established by the Town and as per budget approvals, staff arrange for the payment of appropriate goods and services
- Staff with budget responsibility sign off approval on each invoice prior to processing payment
- Chief Librarian or designate countersigns non-purchasing card invoices prior to processing payment and monthly purchasing card reconciliation statements
- Purchase orders exceeding the limit assigned to the Chief Librarian will be countersigned by the Chair of the Library Board prior to awarding to the vendor.
- Financial Analyst reviews budget allocation and signing authority, and prepares invoices for payment processing by Town
- Chief Librarian or designate reviews the cheques against the invoices and authorizes the release of cheques through a signature on the cheque stubs
- Financial Analyst prepares Board motion and issues cheques to vendors

Petty Cash

- Petty cash is handled by the designated supervisor, as per the Library's established procedure; two staff signatures are required for all petty cash slips
- Financial Analyst reviews the petty cash reconciliation paperwork and all petty cash cheques are countersigned by the Director of Library Services
- Petty cash reimbursements will be made to staff for purchases no more than \$20
- Petty cash expenditures must be for approved library projects and events, and must be countersigned by the Petty Cash Officer
- Petty cash accounts for each branch are presented through the regular accounts payable invoice batch mechanism and replenished by cheque made out to the Petty Cash Officer.

Cash management

- Fees, fines and other charges will be made as per the policies of the Board
- Any monies received as revenue will be kept safe in advance of deposit
- Charges related to fees, fines and other charges are reviewed by the Board annually
- Financial Analyst reconciles fines and fees collected weekly with the integrated library system

Payroll

- Timesheets will be approved bi-weekly by Managers and Supervisors. The Financial Analyst and Executive Assistant track and submit timesheet data to the Town for payment every two weeks

Budget Management

- Staff with budget responsibilities must see to their line expenditures as per budget approvals
- Managers and Supervisors will track the expenditure responsibilities of their team members and will develop action plans for any extraordinary expenditures for the Chief Librarian to consider
- The Financial Analyst is responsible for tracking expenditures monthly to alert the Chief Librarian of expenditure variances and for Board reporting purposes

Disposal of Library Property

- Surplus, discarded or superseded materials will be disposed of in an orderly fashion. Collection materials will be offered for sale. Computer equipment will be stripped of any data or proprietary information, and then be sold as per the Town of Halton Hills Auction processes. Furniture and equipment will also be sold as per the Town of Halton Hills Auction process
- In order for items to be declared surplus, etc., the Manager / Supervisor for that area will confirm its disposal

Reviewed/Approved: October 4, 2017

Revised/Approved: June 10, 2015

Next Scheduled Review: February 2022

Fines and Charges Policy

Under the authority of the *Public Libraries Act*, the Board may charge for services not specified under such legislation as free and may levy fines for the late return of material. (Fines and other charges currently in effect are found in Appendix #2).

Fines are calculated from the due date and include every calendar day subsequent to the due date.

No exception is made for days the library is closed, as book drops are available at both branches. In the event that material is lost (or irretrievably damaged) and must be paid for, the patron will be assessed either the original list price or a standardized price for the type of material lost as set out in the Schedule of Replacement Charges - Appendix #3. A processing fee will be added to the item charge. Should the lost material be found and returned within one (1) year of the payment, the patron will be refunded the amount paid (minus the overdue fine) upon presentation of the receipt for said payment.

The cost of repairing damaged material will be charged to the borrower responsible. When a patron claims that lost material has been returned, staff assigns a "claims returned" status to the material in question for a period of six (6) months. If the missing items do not appear during this six (6) month period, a replacement and processing charge will be added to the patron's record.

Reviewed/Approved: October 4, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: February 2022

Fundraising Policy

With increasing costs and dwindling provincial government support, it has become necessary for public libraries to consider revenue that may be generated through fundraising activities. Funds raised allow libraries to undertake special projects including enhancements to areas that could otherwise not be done. The risk is that the municipal council may perceive these funds as replacing money that would be normally transferred to the library's budget. As such, fundraising should be limited to special projects or enhancements that current revenue sources do not or cannot cover.

While it is tempting to use fundraising to pay for day-to-day operations, especially if the budget has been cut, fundraising is generally not appropriate for covering operating expenses. Usually fundraising is the most successful when donors understand that there is a specific object or target in mind.

Prior to launching into a fundraising project, staff will need to clarify the following:

1. The purpose of the fundraising. The purpose should confirm:
 - that the project cannot be supported by the library’s operating or capital budget (this may necessitate a review by the Board);
 - that the Friends of the Library cannot undertake this fundraising;
 - that the reason for raising funds would be well received by the community.
2. How the funds will be gathered, and tracked.
3. What approach will be used to seek funds, e.g. the publicity strategy.
4. Who will be responsible for overseeing the project. Fundraising can be a time-intensive process. Careful planning of the process should include a realistic evaluation of the staff time involved as well as any other financial resources required.
5. How the project will be evaluated.

The Board needs to be aware of any fundraising activities initiated by the library and as such, proposals to fundraise must be presented to the Board in advance. The Library Board needs to feel confident that the fundraising project is necessary and that it will be successful.

Please note that the above policy does not include grant applications.

Source: “Is Fundraising the Answer?” Trustee Tips, Toronto: Southern Ontario Library Service, 1996.

Reviewed/Approved: October 4, 2017

Revised/Approved: March 11, 2015

Next Scheduled Review: February 2022

Information Services Policy

Information Services, in the broadest sense, is one of the library’s core businesses. For the purposes of this policy manual, the term is used to describe those services which the Library provides to connect customers to appropriate resources in fulfilment of their informational, educational, cultural and recreational needs. Emphasis is on providing a uniform standard service

of the highest quality possible consistent with available time and resources. This policy will also serve as a guideline and resource for public service staff.

Service Objectives

Information Services is defined as reference assistance in which staff work with patrons to clarify their question(s), explore the type of resources needed to answer these questions and to locate and supply those resources. It also includes facilitating patron access to services outlined in the Board's Operational Policy. Program registration and proctoring services are also provided.

Staff will meet the information needs of library patrons as efficiently, accurately and as completely as possible. Staff will assist or educate the patron to navigate through those resources and may demonstrate how to use the various tools and resources available in print, on-line or in other formats using various technologies. Staff will provide the following services: quick reference that can usually be answered immediately; and general reference that usually requires a lengthier interaction and involves a number of sources to arrive at an answer.

Staff will refer customers to other libraries, agencies and community resources if unable to find an answer using HHPL's resources. The library subscribes to and participates in the interlibrary loan conventions applicable regionally, provincially, nationally and internationally. The specific provisions and criteria governing the library's Information Services and interlibrary lending can be found in the Board's Resource Sharing Policy.

In order to meet these objectives, access to an up-to-date, relevant and readily accessible working collection of electronic and paper materials is vital. Collection acquisitions and maintenance are regulated in accordance with the Halton Hills Public Library's Material Selection Policy.

Guiding Principles

Patrons will be served in accordance with the Board's Service Policy. Patrons will be served with respect and courtesy, in a non-discriminatory, timely manner. Staff will accord equal attention

and effort to each information request. Time spent by staff may vary in response to resources available. All staff is responsible for making each transaction a positive experience.

Staff must provide access to library material in accordance with the *Canadian Library Association's Statement on Intellectual Freedom* (Appendix #4). No pre-selection or censoring of information will be undertaken based on staff perception of patron needs.

Personal philosophies and values will be set aside in recognition of each individual's right to have requests for information treated with courtesy and respect. Similarly staff will not attempt to interpret legal, medical, technical, mathematical or other specialized information when answering information requests. Staff is encouraged to direct clients to the best, or the most appropriate material while acknowledging the full range of information.

Professional judgement and initiative are encouraged to satisfy patron information needs. When appropriate, staff will consult with colleagues when such collaboration could assist in answering questions.

Confidentiality of patron information will be upheld in accordance with the Board's Confidentiality and Retention of Patron Information Policy. Similarly, staff will strive to deliver services in accordance with the Diversity and Inclusion Policy.

Priorities of Service

Information service will be provided to all questions received whether the question is delivered in person, in writing, through telecommunication or electronically. Questions are taken in sequence and answered on basis of priority. Priority will be given first to in-person inquiries, and secondly to telephone requests. Other forms of inquiry will be dealt with in sequence and/or by evaluating the apparent or expressed degree of urgency.

Statistical Measure

To assess and evaluate information services and to comply with the requirements of the Annual Survey of Public Libraries, statistics on references questions will be kept and analysed.

Revised/Approved: April 11, 2018

Revised/Approved: February 11, 2015

Next Scheduled Review: February 2022

Internet Use Policy

Preamble

Internet access is available on selected public terminals for all users of the Halton Hills Public Library. The Library also provides free wireless Internet service. Access to the Internet is compatible with the Halton Hills Public Library Board's endorsement of the *Canadian Library Association's Statement of Intellectual Freedom* (Appendix 5).

The Internet allows users to connect to a vast array of resources. Halton Hills Public Library has no control over these resources nor does the library have complete knowledge of what is on the Internet. Information on the Internet may be comprehensive, reliable and current, or it may be inaccurate, incomplete, out-of-date, or inappropriate. Since the Internet is an unregulated medium, users access the Internet at their own discretion. Knowledgeable staff will assist patrons with Internet use as time permits but cannot offer personal instruction.

Content filters can be activated on the stations. However, such filters are not fool-proof and do not guarantee that potentially offensive material will be blocked. Conversely and more importantly, filters may also prevent access to useful material. Content filters are activated on all stations located within the Children's Department.

Illegal Use

Patrons are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the Criminal code relating to obscenity, child pornography, sedition and the incitement of hate. Users must also refrain from any actions, which might cause them to be civilly liable, e.g., using e-mail to defraud, harass or defame others.

Canadian Anti-Spam Legislation (CASL)

Any person who uses:

- a) A computer system owned, operated and/or controlled by the library; and/or
- b) An Internet connection owned, controlled and/or provided by the library (including any wireless connection),

must carry out his or her activities in a manner that is compliant with CASL.

Any person who contravenes this part shall defend, indemnify and hold harmless the library and its directors, officers, employees, agents and trustees, from and against any and all complaints, claims, actions or demands, disclosure requests, compliance notices, administrative monetary penalties, fines, damages, injunctive relief, class actions, legal fees, expert fees and disbursements.

Inappropriate Use

Patrons must bear in mind that they are accessing the Internet in a public area shared by people of all ages. As such, the Library reserves the right to ask individuals to refrain from displaying disturbing or offensive imagery.

Parents or guardians of minor children must assume responsibility for their children's use of the Internet.

Unauthorized Use

Patrons must not attempt to gain unauthorized access to the computer system or try to change or damage the hardware, software or system infrastructure.

Violation of the Policy

Patrons not adhering to the Library's Internet Use Policy will have their Internet privileges revoked. Those who use the Library's Internet stations for illegal purposes will be subject to prosecution.

Library Responsibilities

The Library staff will:

- Allow all workstations to be available to any person, regardless of age;
- Provide assistance to users whenever time and knowledge permits;
- Recommend links to reputable Internet resources;
- Make patrons aware of the Internet Use Policy through signage and other publicity;
- Make every effort to ensure compliance to the Internet Use Policy;
- Take reasonable measures to protect the privacy and confidentiality of Internet users.

Given the nature of the Internet:

- The Library assumes responsibility only for the information provided on its web pages (www.hhpl.on.ca);
- The Library cannot guarantee stable web site links as they change rapidly;
- The Library assumes no responsibility for any direct or indirect damages arising from the use of its connection to the Internet.

Patron Responsibilities

All library patrons are expected to use the Internet in a responsible manner and to comply with the following:

- Patrons are not to engage in any illegal activity;
- Parents or guardians are responsible for monitoring their children's Internet use;
- Patrons are responsible for questioning the validity and appropriateness of any information found on the Internet;
- Patrons need to be sensitive to the fact that stations are located in public areas, shared by people of all ages;
- Patrons are to avoid displaying images, which may be deemed disturbing or offensive;
- Patrons must not wilfully abuse or damage the computer software, hardware or equipment in any way.

Reviewed/Approved: October 4, 2017

Revised/Approved: January 14, 2015

Next Scheduled Review: February 2022

Library Board Member Reimbursement Policy

Members of the library board are eligible for reimbursement of the following:

- Transportation expenses equal to but not exceeding economy air travel
- Mileage at the approved rate where the trustee elects to use his/her own motor vehicle for travel providing the mileage and parking costs do not exceed the economy air fare
- Hotel accommodation, ground transportation, meals (only when not included in conference fees), air travel and parking
- One hundred percent (100%) of the cost of registration for attending a board matter related conference/convention.

Receipts for all expenses including meals, hotel accommodation, ground transportation, registration, air travel, parking, and/or reasonable out of pocket expenses if applicable must be submitted to the Director of Library Services within thirty (30) days of return from the conference/convention. All reimbursements must be authorized by the Board Chair or designate before a cheque is issued.

The library board must approve board member requests for conference attendance outside of Ontario and/or where the expense will be greater than \$1,000.

Reviewed/Approved: November 8, 2017

Reviewed/Approved: November 12, 2014

Next Scheduled Review: March 2022

Library-on-Wheels Service Policy

Halton Hills Public Library Board supports a residential delivery service to community members who are unable to visit the library. This free service may be requested by an individual, or the individual's family, caregiver or health professional. It is available to clients in the hospital or

other medical care facilities, in their own homes or in group residences. Library-on-Wheels is a function of Circulation Services. All selections are made by staff; all deliveries are made by volunteers, unless volunteers are unavailable.

Eligibility

Service is available to any resident of Halton Hills who is unable to use Library facilities due to a disability, infirmity, illness or injury of either a temporary or permanent nature. A Supervisor speaks with the prospective client, his/her caregiver or health professional to determine eligibility for the service along with the needs and preferences of the client.

Fee

There is no charge to residents for this service. Fines are not imposed on this material.

Confidentiality

In accordance with the Halton Hills Public Library Board's policy on "Confidentiality of Library Records", all efforts are made to ensure client confidentiality is strictly maintained.

Volunteers

All Library-on-Wheels deliveries are made by volunteers, though Library staff may make deliveries in cases when the scheduled volunteer may not be available and a replacement cannot be found. Volunteers are selected using a set interview process. All volunteers are required to provide an up-to-date security screening and a vulnerable sector screening security check obtained through the police. Volunteers receive full orientation and training.

Visits - Individuals

Visits are conducted on a monthly schedule. Individuals are assigned a delivery route. Each route is assigned to a specific volunteer. The visit schedule is set based on convenience for the client.

Visits - Seniors Housing Residences

The Library-on-Wheels Service provides deposit collections for seniors' residences, or other group homes/residences where there are a significant number of persons who could qualify for individual service. The establishment of such a service is dependent on concluding a satisfactory agreement with the management of the residence.

Material Selection

Each Library-on-Wheels client is assigned a Library staff member who is then responsible for selecting material for that client. Selections for clients may be made from all circulating collections. The number of items is based on the client's preferences. Details as to the client's Library material preferences are kept in the patron's electronic record. The nature of the material desired is established and adjusted throughout the client's relationship with the library.

Revised/Approved: April 11, 2018

Reviewed/Approved: November 8, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: March 2022

Local History and Archives Policy

Introduction

The Halton Hills Public Library maintains a special collection in order to conserve local history and to provide access to unique materials that help researchers and the public better understand our past.

The purpose of the Local History Policy is to help clarify and guide the growth and maintenance of the local history and archives collections.

The Halton Hills Public Library Board will make every effort, as budget will allow, to provide space that preserves and secures material appropriately.

In 1982, the Halton Hills Public Library Board and the Esquesing Historical Society agreed to create an archive for the Town of Halton Hills.

The Society agreed to deposit its collection on permanent loan, actively solicit the donation of material of historical importance, and endeavour to support the development of the collection financially. The Library agreed to provide space for storage, some of the funding required to maintain the collection, and most of the staff support for its organization and access.

Purpose and Scope

The Halton Hills Public Library's Local History and the Esquesing Historical Society's Archival Collections preserve material that documents the history of the Town of Halton Hills (formerly known as the Town of Acton, the Township of Esquesing and the Town of Georgetown) and vicinity. This material is made available to researchers and the general public.

The Archives will accept historical material of any medium, including:

- textual records
- photographs and other visual records
- maps, plans and architectural records
- sound recordings and oral history recordings
- video recordings and video history recordings

The Archives does not accept museum objects due to space limitations.

Within the limits of the donor agreement or copyright, the Esquesing Historical Society and the Halton Hills Public Library retain the right to reproduce material by mechanical, electronic or photographic means for security, conservation or research purposes.

The Esquesing Historical Society and the Halton Hills Public Library retain the right to charge for any reproductions or other research service.

Partnership

The Halton Hills Public Library Board recognizes that the Esquesing Historical Society is a long-standing and key partner in the delivery of local history resources.

As part of this partnership, the Esquesing Historical Society improves access to the local history collection by applying for grants to support equipment and student assistance. The Library in turn provides space, technical support/training and supervision.

Purchases, Gifts and Loans

Consideration for inclusion either in the Archives or Local History collection will be based on the overall merit of the material and in its usefulness in understanding Halton Hills' history.

Donations to the Archives will be accepted provided that there is a signed *Deed of Gift* form that legally transfers ownership of the material to the Esquesing Historical Society or the Halton Hills Public Library. A provenance record of all donations to the Archives will be maintained.

When a donor wishes to place material on indefinite loan in the collection, the Esquesing Historical Society will decide whether to accept the loan and, if so, make the appropriate arrangements.

Withdrawal of Items from the Collection

The Esquesing Historical Society has control over their archival collection and as such, any disposition of the collection is at Esquesing Historical Society's discretion. Upon request, Library staff will assist with the disposal. Halton Hills Public Library owned items deemed no longer relevant will be withdrawn and staff will attempt to donate any items to another historical agency. If the item is not needed by any other historical agency, the item will either be sold or recycled. Items loaned to the Library will be returned to the owner.

Revised/Approved: November 8, 2017

Revised/Approved: June 10, 2015

Next Scheduled Review: march 2022

Lockdown Policy

The Library Board has developed this policy to support and empower staff to take action in an emergency situation. Delay or not responding in a timely manner during emergencies could result in an increased risk of injuries. The in-charge staff member is encouraged to declare a Lockdown and call Police when he/she feels the safety of the public or staff is in jeopardy.

A Lockdown is a response to an emergency situation where the evacuation of a branch is neither safe nor advisable and steps are required to isolate patrons and staff from danger. Every situation is different, but the most common situation warranting lockdown would be a violent or armed individual entering the library and either threatening violence or committing a violent act. It is important for staff to be prepared to react to this type of situation in a calm manner and to get themselves and the members of the public to a secure location as quickly as possible.

When a Lockdown is declared by the in-charge staff member, all staff will take immediate precautions to ensure the safety of persons within the building by directing them to take cover in the closest secure location. The in-charge person will ensure that 911 has been called and will contact the Chief Librarian or designate if possible. All staff members within the library are responsible for ensuring that no one leaves the secure locations until the Lockdown is removed by the in-charge staff member or the Police.

It is important to note that library staff will not always be able to move patrons to secure locations if the patrons are not complying with the staff requests. Reasonable efforts should be made to bring as many members of the public into the secure locations as quickly as possible, but if someone is refusing to comply with staff direction there is no way to coerce people into compliance, and the delays that could result from arguing with a customer could substantially increase the risk of injury for the staff member.

The in-charge staff member is asked to use his/her best judgement in declaring a Lockdown. However, staff will not be reprimanded for calling the Police or deciding on a Lockdown response if at a later time it was determined to be unnecessary.

Reviewed/Approved: November 8, 2017

Approved: May 14, 2014

Next Scheduled Review: March 2022

Material Selection Policy

The Board of the Halton Hills Public Library accepts and endorses the *Canadian Library Association's Statement on Intellectual Freedom* (Appendix #4) and declares that the following policies shall guide the Library Board and staff in the matter of material selection.

1. Material selection is the responsibility of the Chief Librarian and such staff who are qualified by reason of education and training. Material selected by the Chief Librarian or designated staff shall be held to be selected by the Board.
2. Selection of material shall be made on the basis of its value of interest, information and enlightenment for all people of the community. No material shall be excluded because of the race, nationality, political, social or religious view of the creator.
3. The Library will assume no responsibility for acting "in loco parentis" with regard to controlling the use of Library material by minors. Library patrons are encouraged to consult with staff in selecting from the resources of the collection but it will be the responsibility of parents and/or guardian to determine the suitability of material for their own children.
4. Since the Library is a tax-supported institution, any citizen has the right to question the inclusion or exclusion of any title in the Library's collection. Procedures have been established which will ensure the serious consideration of any request for removal, restriction or addition of any item. However, until such consideration has been made no removal or restriction shall take place.
5. No group or individual will be permitted to impose a partisan emphasis upon the Library's collection. Frankness of language, a widespread and contemporary phenomenon, will never, in itself, be considered sufficient justification to remove or restrict library material. Each book or other item must be judged on its own merit. Citizens unwilling to accept the Chief Librarian's decision may appeal to the Board.

Material is selected on the basis of one or more of the following criteria:

- a) Perceived and anticipated demand
 - b) Reputation of the creator and his/her significance as a writer, filmmaker, etc.
 - c) Favourable reviews from reputable sources
 - d) Importance of the subject matter to the collection
 - e) Scarcity of material on the subject
 - f) Timeliness or permanence of the material
 - g) Appearance of the title in special bibliographies or indexes
 - h) Authoritativeness
 - i) Reputation and standing of the publisher
 - j) Availability of the material from other sources
 - k) Price
 - l) Format
 - m) Professional production standards (e.g. Editing and layout)
6. The Library Board shall encourage gifts, donations, or bequests. Where these take the form of material or equipment, it shall be the Board's policy that:
- a) The Library cannot accept any gift accompanied by provisos for its use or maintenance that conflict with Board policies, goals or objectives.
 - b) The Library reserves the right not to accept any gift that will require of the Library a financial commitment toward maintenance, use or expansion.
 - c) Gifts of material will be accepted by the Library within the following guidelines:
 - Material obtained as gifts, including self-published material and that of local creators, must meet the same standards as those stated in the Library's Material Selection Policy in order to be included in the Library collection.
 - Any gift will become the property of the Halton Hills Public Library.
 - Tax receipts will only be issued for accepted donations of historical significance and/or large theme collections when accompanied by an appraisal that reflects the current market value.
 - Appraisals must be done by a Canadian Revenue Agency approved appraiser. The donor is at liberty to make his/her own arrangements for an appraisal. The cost of the appraisal must be borne by the donor.

- No guarantee can be made that any gift will be a permanent part of the collection.
- Any gift of a periodical subscription must be for a minimum of three years and is subject to need and space.
- Library staff reserves the right to add only selected items from any donation.
- All items not added to the Library collection will become the property of the Friends of the Halton Hills Public Library, for disposition as they determine best benefits the Library.

d) The Library does not accept:

- Books in poor condition (yellowing pages, pages that have been defaced or highlighted, broken bindings, musty smelling, etc.)
- Textbooks
- Other media in a condition that interferes with its use and/or enjoyment or in a format that is no longer collected by the Library
- Condensed books (Reader's Digest)
- Dated information (old travel guides, etc.)
- Back issues of magazines, including *National Geographic*

Revised/Approved: November 8, 2017

Revised/Approved: October 14, 2015

Next Scheduled Review: March 2022

Media Relations Policy

Purpose:

The goal of the Halton Hills Public Library's Media Relations Policy is to ensure that the community is informed about library programs, services and events through clear, consistent and accurate media messaging. Effective media relations are an important component of the Library's marketing and communications strategy.

Speaking on Behalf of the Library

The following designated spokespeople are permitted to speak on behalf of the Halton Hills Public Library:

- Chair of the Board
- Chief Librarian

No one else is permitted to write or speak to the media without prior authorization from the either the Library Board Chair or the Chief Librarian. The Marketing and Communications Specialist, in consultation with the Chief Librarian, will provide information to the media to promote library programs, services and events, and, from time to time, will develop responses to media questions in consultation with the Chief Librarian. The Marketing and Communications Specialist is listed as the primary media contact on the Halton Hills Public Library website.

In responding to the media, the Chief Librarian will first consult with the Marketing and Communications Specialist, and the Chair if required to determine the appropriate course of action. At the discretion of the Chair of the Board or the Chief Librarian, the Board shall be notified within 24 hours when responses are made to the media on behalf of the Halton Hills Public Library. Copies of these responses will be provided to the Board.

From time to time, the Chair or Chief Librarian may authorize a staff member or Board member to speak to the media on a specific issue relating to his/her area of expertise.

If at any time, HHPL staff members, Board members or volunteers identify themselves to the media or through a social media platform as such, or are identified by a media outlet as such, it must be indicated that the views expressed are personal views, not necessarily those of the Halton Hills Public Library.

Freedom of Information Act

The Town of Halton Hills is governed by the Municipal Freedom of Information and Protection of Privacy Act, which sets out what information can be legally released and what information is confidential.

Revised/Approved: November 8, 2017

Revised/Approved: January 14, 2015

Next Scheduled Review: March 2022

Meeting Room Policy

This policy outlines the criteria by which decisions regarding the allocation of available facility space will be made. This policy applies to all facilities operated by the Halton Hills Public Library Board.

The Library's meeting rooms are primarily used for library purposes. These purposes include Board and committee meetings as well as programs for the public sponsored or presented by the library and its staff.

However, in order to address community needs, the Board welcomes the use of its meeting rooms by community, cultural, educational and commercial groups. Permission to use the Library's meeting rooms is at the discretion of the Chief Librarian and the Library Board.

The Board has set the following priorities for community use of the meeting rooms:

1. for meetings or programs co-sponsored by the Library;
2. by community based volunteer or not-for-profit groups;
3. by other groups.

Conditions of Use

Use of the meeting rooms may be denied where there is likelihood of physical danger to participants or audience, or misuse of premises or equipment, where there has been material misrepresentation of a group's aim or when a group has misused premises or property in the past.

Granting of permission to use the meeting rooms does not imply endorsement by the Board of the aims, policies, or activities of any group.

Booking the Meeting Room

Groups or individuals wishing to book any meeting room may do so at the library during regular business hours. A rental agreement must be completed and signed by an individual or authorized representative of the organization booking the room. Payment in full must be made at the time of booking.

Rates and Fees

On an annual basis, the Halton Hills Public Library Board will establish a schedule of rates and fees to support the operation and maintenance of facilities. See Schedule “A”

Equipment and Other Facilities

Chairs and tables, sink and counter and access to public washrooms are provided. Access to a screen and data projector can be provided upon request. Set up of a meeting room is not provided. Users of a meeting room are responsible for cleaning necessitated by serving food.

Publicity

The library does not provide advertising for meetings or programs unless the library is a co-sponsor. Where the library is not a co-sponsor, groups using any meeting room must not imply in any way in their advertising or publicity that the library board endorses the group’s meeting, aims, policies or activities. The library should only appear as the location of the meeting.

All organizations or individuals must clearly specify their names in advertisements of meetings being held in library facilities. The phone number of the organization or of an individual should be listed as a source for further information.

Conditions after Use

The meeting rooms must be left in the same condition as they were prior to use. Chairs and tables must be stacked and stored. Refuse must be removed. Surfaces and floors must be clean and free of debris.

Maximum Attendance

The capacity of the Acton Branch Community Room is 65 people

The capacity of the Acton Branch Partner Room is 6 people

The capacity of the Homecoming 2007 Room is 10 people

The capacity of each of the Partners' Rooms is 4 people

The capacity of the Board Room is 15 people

Cancellation

Halton Hills Public Library must be notified in writing of all rental cancellations at least fourteen (14) business days in advance. A refund of up to 75 per cent, less any non-refundable deposits or administration fees charged, will be given with 14 days written notice. No refunds will be issued for cancellations requested past the required notification deadline. No charge will be made if an emergency closure occurs such as a snowstorm or loss of electrical power which requires the facilities to be closed and meetings to be cancelled.

Insurance Coverage

Any group, organization or individual who rents a meeting room are required to carry and provide proof of valid liability insurance coverage in the amount of 2 million dollars, naming the Town of Halton Hills as "Additional Insured". Otherwise, an additional fee will be added to the room rate.

General Regulations

- No smoking is permitted in the library or any meeting room.
- Alcoholic beverages may be served only at events sponsored or co-sponsored by the library and provided that all legal requirements are met.
- The library is not responsible for equipment or personal articles belonging to any group or individual using a library meeting room or attending a program or meeting.
- Groups or individuals booking a library meeting room are responsible for any charges resulting from furniture, building or equipment damage or loss.
- Nothing is to be affixed to walls in such a way as to damage walls or remove paint.

- Corridors must be kept clear for ease of passage in case of emergency.
- Library personnel must be permitted access to the meeting rooms at all times.
- The applicant must agree to indemnify and save harmless the library in regard to all claims, costs and damages in any way arising out of the application and/or use of the facilities by the applicant or anyone else in attendance there including without limitation, damage or destruction of property, personal injury, infringement of royalty rights, defamation and public disturbance.

Schedule "A"

**Meeting Room Policy
2019/2020 Fee Schedule
Rates Effective July 1, 2019**

Room	Unit	Rate (including 13% HST)
Acton Branch:		
Community Room (capacity 65)		
Local	hourly	\$39.28
Non-Local	hourly	\$47.13
Registered	hourly	\$31.43
Commercial	hourly	\$54.99
Non-Local Commercial	hourly	\$62.85
Partners' Room (capacity 6)		
Local	hourly	\$19.47
Non-Local	hourly	\$23.37
Registered	hourly	\$15.57
Commercial	hourly	\$27.26
Non-Local Commercial	hourly	\$31.15
Georgetown Branch:		
Homecoming 2007 Room (capacity 10)		
Local	hourly	\$19.47
Non-Local	hourly	\$23.37
Registered	hourly	\$15.57
Commercial	hourly	\$27.26
Non-Local Commercial	hourly	\$31.15
Partners' Room (capacity 4)		
Local/Local Commercial	hourly	\$10.00
Local/Local Commercial	half day (3.5 hrs.)	\$30.00
Local/Local Commercial	full day (7 hrs.)	\$60.00

Non-Local/Non-Local Commercial	hourly	\$15.00
Non-Local/Non-Local Commercial	half day (3.5 hrs.)	\$40.00
Non-Local/Non-Local Commercial	full day (7 hrs.)	\$80.00

Board Room (capacity 12)

Internal	hourly	\$13.78
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Definitions:

Local: A group or organization that is comprised of at least 85% Halton Hills residents.

Non-Local: A group or organization that is comprised of more than 15% of individuals/members who reside outside of the Town of Halton Hills.

Registered: A group or organization that has met the criteria outlined in the Town of Halton Hills’ “Municipal Assistance Policy” and has completed the required Registration Form.
(E.g. 85% of group/organization are local residents and activity is open to all members of the community)

Commercial: A group or organization holding an event for personal gain.

Internal: Only available for use by departments within the Corporation of the Town of Halton Hills.

Revised/Approved: April 10, 2019

Revised/Approved: April 10, 2019

Reviewed/Approved: November 8, 2017

Revised/Approved: September 11, 2013

Next Scheduled Review: March 2022

Occupational Health and Safety Policy

The Halton Hills Public Library is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. The Board will make every effort to provide and maintain a safe, healthy work environment in compliance with the Occupational Health and Safety Act. All employees must be dedicated to the continuing objective of reducing risk of injury.

Halton Hills Public Library Board as employer, is ultimately responsible for worker health and safety. The Chief Librarian will take every reasonable precaution for the protection of workers.

Supervisors will be held accountable for the health and safety of employees under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures. Employees must receive adequate training in their specific work tasks to protect their health and safety.

In keeping with the Internal Responsibility System*, every employee must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Board.

It is in the best interest of everyone to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization.

The Halton Hills Public Library has established a Joint Health and Safety Committee (JHSC) that consists of both workers and managers, and examines health and safety issues on an ongoing basis. A report on any incidents occurring at the library and/or involving library staff in the course of his/her work will be a standing agenda item at every Board meeting.

*The Internal Responsibility System is the underlying philosophy of the occupational health and safety legislation in all Canadian jurisdictions. Its foundation is that everyone in the workplace – both employees and employers – is responsible for his or her own safety and for the safety of coworkers. Acts and regulations do not always impose or prescribe the specific steps to take for compliance. Instead, it holds employers responsible for determining such steps to ensure health and safety of all employees.

Internal Responsibility System does the following:

- Establishes responsibility sharing systems
- Promotes safety culture

- Promotes best practice
- Helps develop self-reliance
- Ensures compliance

Revised/Approved: November 8,2017

Revised/Approved: November 12, 2014

Next Scheduled Review: March 2022

Operational Policies

Hours of Operation

The hours of operation shall be determined by the Board in accordance with their service objectives and subject to their financial resources.

The Board shall provide notice of changes in operation 30 days prior to the change becoming effective.

In the event of severe storms, electrical service failure or other physical problems that make the facilities unusable, the Chief Librarian or designate shall have the power to close the facility for the duration of the problem. During a temporary closure, every effort will be made to inform the public and staff. The Chief Librarian will also advise the Board Chair as well as the Mayor and Town's Chief Administrative Officer.

Membership

Membership in the Halton Hills Public Library is free to anyone who is:

- a permanent resident of the municipality or
- works for a firm/organization located in the municipality or
- studies in an educational institution located in the municipality or
- a non-resident but pays taxes (household or business) within the municipality.

This is a lifetime membership, assuming active use of the library and compliance with Library Board policies.

Eligibility

Eligibility for membership is extended on a reciprocal basis to the members of other public libraries in the Regions of Halton and the County of Wellington. Members of other libraries in these regions, by presenting their card from their home library as proof of eligibility, may register in Halton Hills with no charge.

Persons lacking an objective form of identification which includes a birth date and who appear to be under the age of 15 shall have a parent/guardian acknowledge acceptance of responsibility for any material borrowed.

Persons registering for membership shall supply identification which verifies their eligibility for membership.

Non-residents of Halton Hills who are not eligible for membership under any of the other provisions or reciprocal agreements may obtain a card upon payment of a yearly fee as outlined under the Fines and Charges Appendix #2.

The privilege of membership may be withdrawn from any person who willfully or negligently contravenes the rules of the library or who damages library material or property or who refuses to return or pay for lost or damaged material borrowed on his/her card.

Access and Lending Policies

In accordance with the *Public Libraries Act*, no charge shall be made for access to this library's collection or for borrowing any of the material specified in the regulation.

The Chief Librarian or designate may make such rules and regulations governing the circulation and use of library material as may be required. The loan periods and terms of circulation for various materials are set out in Appendix #1.

Patrons must present their membership card to borrow, renew material or pick up their reserved material.

Overdues and Recovery of Material

Public library services are based on the principle that library patrons assume certain responsibilities when using a community resource. One of these responsibilities is to return borrowed material by the specified due date so that material is available to others. The non-receipt of notices or the fact that the library may not be open at any given time shall not absolve the borrower of his/her responsibility.

To encourage the prompt return of material and ensure fair use of its services, the Halton Hills Public Library has established overdue fine rates. All borrowers shall be subject to fines but supervisory staff may exercise discretion in the application (e.g., waiving due to infirmity, bereavement or other exceptional circumstances). Fine rates are reviewed annually to ensure that they are reasonable and do not deter use. Patrons may examine their own record at any time to determine what material and/or fines they have outstanding.

The library has established a process for the handling of overdue material. This process is as follows:

- **Two days prior to the due date of items**, any patron who has provided the library with an email address and provided consent to receive this service will be sent a notification that his/her items are coming due.
- **At 3 days overdue**, the patron is advised via an automated telephone call or by email (if he/she has provided the library with an email address and consent) to return the material.
- **At 2 weeks overdue**, the patron is advised via an automated telephone call or by email (if he/she has provided the library with an email address and consent) to return the material.
- **At four weeks overdue**, the patron is advised via an automated telephone call or by email (if he/she has provided the library with an email address and consent) to return the material.
- **At eight weeks overdue**, the patron is advised via an automated telephone call or by email (if he/she has provided the library with an email address and consent) to return the material.

- **At twelve weeks overdue**, the patron is advised a final time via an automated telephone call or by email (if he/she has provided the library with an email address and consent) to return the material.
- **At 6 months overdue**, the material is considered “lost”, and the system automatically adds a replacement cost to the patron’s record.
- In exceptional circumstances the Board reserves the right to undertake legal proceedings, if warranted.

At any point during the above process, patrons may state that they have returned the material. The material will be checked in and the status changed to missing. Once a patron exceeds the threshold of three claims returned, any additional material is left checked out and the status of the item is changed to claims returned.

Supervisory staff has the discretion to override or waive “blocks” according to established procedures. Patrons may appeal staff decisions to the Chief Librarian. Patrons may then appeal the Chief Librarian’s decision to the Library Board.

The library will inform patrons about the fines and the handling of overdue material through publicity. The message conveyed to the public should not be a punitive one. The overriding goal is to protect the collection so that there is sufficient material for all patrons to enjoy.

Updated per actual procedures: June 2019

Reviewed/Approved: November 8, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: March 2022

Photography and Video Policy

The collection of photographs and video for marketing and communications purposes follows the guidelines of the MFIPPA (Municipal Freedom of Information and Protection of Privacy Act).

The privacy of library patrons will not be violated.

Definitions

- a) **Express Consent** is permission given for something either verbally or in writing (for example, a photo release giving permission for the Library to use a photograph in its publicity)
- b) **Implied Consent** is the assumption of permission that is inferred from the actions of the individual (attending a public event where a reasonable person would assume photographs may be taken).

Purpose

The purpose of this Policy is to establish clear guidelines for the collection of photos and videos which may be used in the Library's marketing and communications efforts.

Event/Onsite Usage

During events or programs on Library premises, it is reasonable that photographs or video may be taken and used for the purpose of the function i.e., to capture the history of that specific event for promotional purposes. In these instances **consent is implied**. Signage will be posted at events indicating that possibility. Should event participants not wish to be photographed, they must let a staff member know prior to participating in the event.

Children

The protection of children's privacy is of utmost importance to the Library. In order to obtain and use clearly identifiable photographs of children under the age of 18, Library staff will identify themselves to the parent/guardian, inform them where and how their child's photo may be used, and obtain a signed **Photo Release Form** to be kept on file with Marketing and Communications. The signing of the form indicates the parent's **express consent** for their child's image to be used by HHPL for promotional purposes.

Third Party Use

Halton Hills Public Library will never provide photographs for third-party use without the **express consent** of the individual who is the subject of the photograph or in the case of an individual under the age of 18, the **express consent** their parent or legal guardian.

Commercial or Professional Photos/Video

Photographs or videos of the exterior or interior of the HHPL buildings may not be used as the setting for a commercial/professional film, video or photo shoot without the written consent of the Chief Librarian using the ***Commercial or Professional Photo/Video Release Form***. Student projects may be allowed but require permission of the staff member in charge. Press and other news media seeking to record video or take images inside the Library must have permission from the Chief Librarian, Marketing and Communications Specialist or designate.

Media

Press and other news media seeking to take photos or video inside the Library must receive permission from the Chief Librarian or designate unless they are in attendance to cover a public event or program. The Halton Hills Public Library Photo release form does not need to be used in the case of a third party (e.g. local media) taking photos for their own use.

Approved: April 11, 2018

Next Scheduled Review: March 2022

Planning Policy

The Board shall maintain an effective planning process for the library in order to fulfill its mandate under the *Public Libraries Act, RSO 1990, cP44, s20(a)*: “A board shall seek to provide, in cooperation with other boards, a comprehensive and efficient public library service that reflects the community’s unique needs”. This policy establishes a formal planning process.

1. The planning process of the board ensures that:

- a) the vision of the board is realized;
 - b) the library is able to respond to changing needs and trends in the community;
 - c) key decision makers in the community make a long-term commitment to library services;
 - d) services available elsewhere in the community are not unnecessarily duplicated;
 - e) library funds are responsibly expended in a deliberate and accountable manner;
 - f) continuity of services is maintained regardless of changes in the Board or staff complement.
2. To this end, the Board shall:
- a) develop a formal planning document (strategic plan) that includes the mission, vision statement, and service priorities (objectives);
 - b) develop a cycle for reviewing and assessing
 - community needs
 - services of the library in light of community needs and feedback
 - the current strategic plan
 - the priorities of the municipality
 - c) report to the community on the library's progress in fulfilling its plan by means of:
 - distribution of an year-in-review report
 - presentations to Council, Town staff, and other community groups
 - d) ensure public information and communication about the planning process and the strategic plan are accessible to persons with disabilities.
3. The Board shall review and assess the library's current environment through a community analysis and ongoing consultation with patrons.
- a) Community Analysis: A range of community-related information with possible implications for library service including demographic data, municipal planning documents and information on local agencies and services, is gathered and formally analyzed at least once every four years, and the results used in the planning of library service.
 - b) Patron consultation: Patrons are consulted regularly concerning library service by means of surveys, website polls, focus groups, public forums, etc. The Library will ensure that the opportunity to provide feedback is available to persons with disabilities.

Revised/Approved: November 8, 2017

Revised/Approved: January 14, 2015

Next Scheduled Review: March 2022

Programming Policy

Purpose

The purpose of this policy is to provide staff with the necessary guidelines to assist them in the development of library programs and to inform the public about the principles and criteria by which programs are selected.

Policy Statement

Programming is an integral part of the Halton Hills Public Library's service to the community. It supports the Library's mission to engage the residents of Halton Hills in exploring ideas, expressing creativity and making connections.

Benefits of Programming

Library programs benefit the community by:

- Promoting an awareness of contemporary issues and information required to engage in society
- Serving as a forum for idea sharing, information gathering and education
- Promoting cultural awareness
- Developing information literacy
- Offering training and assistance with new technologies
- Fostering a love of reading and learning
- Providing early literacy experiences to young children
- Providing a safe, welcoming environment for meeting with others
- Providing community awareness / development
- Stimulating interest in and use of the Library
- Nurturing community cohesion and reduce social isolation by bringing members of the community together

- Strengthening partnerships with a wide variety of organizations
- Attracting new and unique audiences to the Library

Priority to offer Free Programs

The majority of programs offered by the Library are free to attend.

Charging

In some cases there is a need to charge for a program to be sustainable. These programs are either an element of contemporary library service or expand contemporary library service beyond the current abilities of the library and/or capabilities of staff. Fees (per person per hour) will be charged accordingly. To offset obstacles created by charging, staff will work within the Town's Affordability Policy Framework guidelines and use professional discretion when a patron is unable to afford a program

Program Development

The Library will select and plan programs by first defining a purpose and community need, then providing for the program in one of three ways, within the following guidelines:

1. Assigning and training staff to plan and deliver the program.
2. Entering into a contract with a third-party provider to plan and deliver the program.
3. Forming a partnership with a third-party individual or organization to cooperatively plan and deliver the program, with or without a fee.

Refunds

No refunds will be issued for program fees less than \$20.00.

There will be no refunds after a specified date. This date will be included on the registration confirmation.

A refund will always be issued if the Library cancels the program.

Revised/Approved: May 2018

Revised/Approved: February 11, 2015

Next Scheduled Review: April 2022

Public Relations Policy

An ongoing, comprehensive, and high-level public relations program is a necessity for every public library that wants to make the transition from being, for most of the public, a fringe benefit to being of central economic and social importance to the wide cross-section of people.

Purpose

The goals of our public relations / marketing efforts are:

- To ensure that library representatives, especially those in public relations / marketing roles, interact effectively with the public
- To promote community awareness of library services
- To stimulate public interest in and usage of the library
- To develop public understanding and support of the library and its role in the community

Although much of the Library's day-to-day public relations is carried out by the staff, it is the Board member who represents the Library to the community. Board members should have a wide background of civic and cultural interest in the community, giving them contacts among various groups and organizations and unlimited opportunities to "talk library" to friends, fellow members, and business associates. Just as the library staff has the duty of maintaining good services and good relations with all members of the public, so is the Board member under obligation to act as library ambassador in all community contacts, turning such contacts into channels for building respect and a sense of commitment toward the library.

Another important responsibility of the Library Board is that of maintaining diplomatic and political relations with governing authorities. A cornerstone of these relations is the annual report of the Library Board. The Board, together with staff, should make certain that an interesting, comprehensive report is published and widely distributed and publicized. This report, in addition

to summarizing operational facts, new programs, and such, should cover needed changes that will keep the library not only abreast of, but hopefully one jump ahead of growth and change in the community. (*The Library Trustee--A Practical Guidebook*, Bowker, 1969)

Revised/Approved: May 2018

Reviewed/Approved: December 13, 2017

Revised/Approved: June 2010

Next Scheduled Review: April 2022

Purchasing Policy

The Library Board and staff shall conform to the purchasing policies of the Town of Halton Hills, including those related to the use of Town purchasing cards, blanket purchase orders or purchase requisitions. Staff will also adhere to budgeted limits approved by the purchasing policy, and will seek prior approval from the Board and Council to exceed those limits. A copy of the latest purchasing policy is available through the Chief Librarian.

Formal bids shall not be required in the following areas:

- where the goods or services to be procured are economically procurable from only one source. Single-sourcing would be supported by a report from the Chief Librarian and/or the Town's Manager of Purchasing.
- in emergencies: an emergency shall be deemed to exist when immediate repairs to, or replacement of, equipment/facilities owned by the Library is necessary in order to permit the library to function and its regular services to be performed, or when there has been a local declared emergency. A report to the Board will follow.

In cases where formal bids are not required because the amount involved is under the established limit for proposals (\$25,000), it is still expected that the purchase decision shall be made on the basis of price (including delivery, warranty, maintenance costs, etc.), quality and dependability and that competitive quotations from the most qualified suppliers will, whenever possible or appropriate, be secured.

Collection Purchases

Staff with the authority to purchase material for collections may authorize purchases within their own area of collection development up to \$10,000, or the budgeted sum for that part of the collection, whichever is less, without the signature of the Chief Librarian.

Non-Collection Purchases Under \$25,000

If the amount of the purchase is less than \$10,000 (done through a Town purchasing card or purchase order), no quotes are required.

For purchases between \$10,000 and \$25,000, the Chief Librarian or designate must obtain three informal written quotes, either by fax or e-mail. Note that only the Chief Librarian can initiate purchases exceeding \$25,000.

In cases where formal bids are not required because the amount involved is under the established limit (\$25,000), it is still expected that the purchase decision shall be made on the basis of price (including delivery, warranty, maintenance costs, etc.), quality and dependability and that competitive quotations from the most qualified suppliers will, whenever possible or appropriate, be secured.

Non-Collection Purchases Over \$25,000

For purchases between \$25,000 and \$100,000, the Chief Librarian will work with the Manager of Purchasing to issue a *Request for Quotation (RFQ)* or *Request for Proposals* or (*RFP*) or *Request for Tenders (RFT)* and obtain at least three formal written quotations or proposals. The differences between an *RFQ*, *RFP* and *RFT* are outlined below.

The *RFQ* or *Request for Quotation* shall be used when the total procurement value of a defined good or service is expected to be more than \$25,000 but less than \$100,000.

The *RFP* or *Request for Proposal* may be used when the requirements of supplies or services cannot be definitively specified, or the requirements or services are non-standard in nature and where such proposals would result in specific offers by the bidders to fulfill the requirements at a

particular price. The RFP should be used when the total procurement value is expected to be more than \$10,000.

The *RFT* or *Request for Tender* shall be used when the total procurement value of a defined good or service is expected to be \$100,000 or more.

For purchases over \$100,000, the Chief Librarian will work closely with the Manager of Purchasing to ensure that the Board follows a formal tendering process and that all documents are correct and complete as per the municipal by-law. This includes:

- issuing an *Expression of Interest* (not obligatory)
- issuing a *RFP* for professional services where evaluation includes factors other than price
- issuing an *RFT* for furnishings, equipment, construction, etc.
- posting the *RFP* or *RFT* on recommended sites
- conducting a comprehensive evaluation of all qualified proposals

At the discretion of the Chief Librarian, the Board may approve an *RFQ*, *RFP* or *RFT* before it is issued. In all cases of an *RFT*, *RFQ* or *RFP* over \$25,000, the Chief Librarian will provide the Board with a report on the recommended vendor. An *RFQ* between \$25,000 and \$100,000 can be approved by the Chief Librarian. However, the Board must approve the recommended vendor for:

- An *RFP* with a value between \$25,000 and \$100,000.
- An *RFT* with a value between \$25,000 and \$500,000.

All *RFPs* with a value exceeding \$100,000 and all *RFTs* with a value exceeding \$500,000 require a report to Council for approval of the recommended vendor.

Revised/Approved: December 13, 2017

Revised/Approved: June 10, 2014

Next Scheduled Review: April 2022

Resource Sharing Policy

Halton Hills Public Library has worked cooperatively with other libraries in a variety of settings since the establishment of the Board in 1974.

Resource sharing through the provincial interlibrary loan network is a primary service that supports the mission of the library by providing enhanced access to library materials and information. By participating in resource sharing, the Halton Hills Public Library provides library users with access to shared collections, the collections of other libraries, and makes its collections available to other libraries. This policy establishes a commitment to resource sharing partnerships.

Material Available Through Interlibrary Loan

Interlibrary loan requests will be accepted in the following cases:

- Material not owned by the Halton Hills Public Library
- Material listed as lost or missing in the catalogue

Material Unavailable Through Interlibrary Loan

- Not all formats of material are available through ILL. This is a reflection of other library ILL policies
- High demand books published during the current year, or within 12 months of the current date
- Material which is on order for our library
- Although Audio-Visual (DVD, audiobook) requests are placed, many libraries do not loan this type of material, making requests more difficult to successfully fill

Response Time

Once an interlibrary loan request is submitted you may expect it to take a minimum of two weeks for the request to be filled by a lending library. When several libraries must be contacted before an available copy is located, the process may take longer.

Expenses

Patrons will pay any expenses incurred during the ILL process, except postage, which will be paid by the Halton Hills Public Library. Expenses may be as follows:

- Lending Charges
- Copying fees
- Microfilm rental
- Overdue costs
- Replacement costs – items not returned shall be billed to the patron as billed by the lending library. This may include processing costs as well as replacement cost of item

Patrons using ILL services must have a Halton Hills Public Library card in good standing.

Patrons are limited to ten ILL requests at a time.

Loaning to Other Libraries

The Halton Hills Public Library will loan material abiding by the Southern Ontario Library Service (SOLS) guidelines.

Self-Serve Interlibrary Loan

Staff can set up interested customers with direct access to the provincial database of library holdings allowing customers to place their own holds. Staff will intervene when necessary to help facilitate the successful borrowing of an item. The same loan criteria apply.

Reciprocal Borrowing

Reciprocal borrowing, which allows patrons of the Halton Hills Public Library to visit and borrow material from another library and vice-versa, has been established with all public libraries in Halton Region, and Wellington County. Our experience with the reciprocal borrowing agreements and the provincially supported resource sharing systems has been positive for the patrons of the Halton Hills Public Library. The Board endorses such efforts and will endeavour to maintain and enhance interlibrary cooperation.

The following principles seem to be useful in concluding reciprocal borrowing agreements with other libraries:

1. There should be reasonable expectation of parity in usage between jurisdictions.
2. There should be a material delivery (courier) system in place adequate to support the universal return privilege, which is part of reciprocal agreements.
3. The determination of individual proof of eligibility shall be based on the possession of a card from a library with a current agreement in place.

Revised/Approved: April 11, 2018

Reviewed/Approved: October 4, 2017

Revised/Approved: February 11, 2015

Next Scheduled Review: February 2022

Safety and Security of Children and Vulnerable Adults Policy

As a public service agency, Halton Hills Public Library shares society's justifiable concern about the potential abuse of children or vulnerable adults by persons in positions of trust or authority. Therefore, the Halton Hills Public Library Board has approved a policy and procedures for requiring and maintaining a current criminal records check which must be renewed every three (3) years, from library employees in specified positions who have the opportunity to establish a relationship of trust with library users.

The requirement of a criminal records check will be clearly indicated in the Library Personnel Policy Manual (Schedule D), in employment documentation and the job descriptions of the subject positions. These positions will be specified and approved by the Board as circumstances require and may be applied retroactively to existing employees as well as to those awaiting confirmation of hiring.

In the event of unsatisfactory results from the check, the Chief Librarian may: withdraw an offer of employment and, if the situation involves an existing employee may, depending on the nature of the results, re-assign or terminate the employee.

Should the Library decide to use volunteers in ways that would mimic the conditions/criteria used to require criminal records checks of employees, volunteers will also be required to obtain the criminal records check.

Halton Hills Public Library will apply due diligence throughout its service development and delivery to ensure that children and vulnerable adults receive the most appropriate attention and precautionary concern.

Revised/Approved: December 13, 2017

Revised/Approved: September 1, 2015

Next Scheduled Review: April 2022

Service Policy

Recognizing that the patron is the focus of the Library's mission, the Halton Hills Public Library will be guided by a customer service philosophy. By adopting this philosophy, staff hope to provide an experience for patrons that is positive and memorable. Staff will serve all patrons of the Library, without discrimination, and in a consistent, fair, open, courteous and efficient manner.

All interactions and transactions between a library patron and the Library's staff will be considered confidential and will be discussed only in a professional context. Such matters include, but are not limited to, registration information, materials selection, loan transaction records, information queries, borrower card status, etc.

Below is the "Service Promise" to be posted prominently in the Georgetown and Acton branches:

Our Service Promise

As our patron, you can expect:

- equal access to information

- programs and services that reflect community interests
- dynamic service by informed staff who take ownership of every interaction
- acknowledgement of and responses to your feedback
- fair procedures and policies
- welcoming accessible spaces
- timely communication
- confidentiality

As a patron of the Library, we expect that you will:

- respect the rights of all library patrons to share a common space
- ensure the safety of children in your care
- be courteous and respectful to others
- follow library membership procedures and policies
- treat library materials, resources, and property with care

We will work with you to provide an outstanding library experience.

For further details, please see the Library's Code of Conduct for Library Users.

Revised/Approved: December 13, 2017

Revised/Approved: June 10, 2015

Next Scheduled Review: April 2022

Shelter in Place Policy

The Library Board has developed this policy to support and empower staff to take action in an emergency situation. Delay or not responding in a timely manner during emergencies could result in an increased risk of injuries. The in-charge staff member is encouraged to declare a Shelter in Place and if necessary, to call for the appropriate emergency assistance (911) if he/she feels that the safety of the public or staff is in jeopardy.

Shelter in Place is a different from a Lockdown response. The in-charge staff member will declare a Shelter in Place as a result of an external situation which may or may not be related to

the library (e.g., an environmental situation such as a chemical spill or an extreme weather event in the neighbourhood). Depending on the nature of the event, patrons and staff may wish to seek shelter within the library. However, unlike the Lockdown, patrons would be directed to a safe part of the library but are not locked in. The in-charge staff member will monitor the situation and will consult with emergency services personnel as needed. Patrons and staff will be asked to stay inside the building until the situation is considered safe. As with other emergency situations, it is not possible to coerce members of the public into staying in the building should they wish to leave.

Revised/Approved: December 13, 2017

Revised/Approved: May 14, 2014

Next Scheduled Review: April 2022

Staff Development, Association Membership, Conference Policy

It is a policy of the Board to encourage attendance at seminars and conferences for Board members and staff. Whenever possible, the Board will provide sufficient funds for staff and Board members to participate in development opportunities that will promote improved service to the community.

A minimum of 10% per year of any amount budgeted for conferences or seminars or for mileage, meals, etc. shall be available to trustees for educational purposes. Interested Board members shall request, at a Board meeting, approval to attend prior to the registration deadline. Each Board member is encouraged to attend at least one conference during his/her four-year term.

If the number of Board member requests to attend the Ontario Library Association (OLA) Super Conference exceeds the amount budgeted, preference will be given to requests from:

- New Board members or returning Board members who have not attended an OLA SuperConference within the current term;
- Board members who plan to attend the Ontario Library Board Association Bootcamp (when offered)

The Board shall cover the total cost of the registration and shall reimburse the Board member for 100% of the travel-related expenses as per the provisions below.

A Board member's attendance at the OLA Super Conference will be capped at two days with the Board determining each year whether any associated accommodation request can be funded. A Board member will submit original, itemized receipts for any approved accommodation expense. Reasonable expenditures for meals/snacks while attending the OLA Super Conference will be reimbursed. Board members must submit original, itemized receipts. The maximum amounts will be reviewed every two years and adjusted if/as required.

Board members are encouraged to travel to conferences, seminars, etc. via GO Transit to minimize travel expenses. Mileage to/from the Board member's home to the nearest GO station will be reimbursed at HHPL's standard kilometres rate. Board members must submit original, itemized receipts for GO Transit fares.

Attendance for staff at conferences and seminars will be paid by the Board in accordance with the Article 10 of the Personnel Policy Manual. When funds are limited, staff is encouraged to cost share to enable as many as possible to attend.

It shall be the policy of the Board to determine for each budget year which institutional or Board memberships the Board shall maintain for that year.

For membership in an organization that will contribute to the professional development of a Librarian or Supervisor, and benefit the Library, the Library shall pay the fee in full.

Reviewed/Approved: December 13, 2017

Revised/Approved: January 13, 2016

Next Scheduled Review: April 2022

Volunteers Policy

Recognizing the potential benefits to the library, community and interested individuals, the Board encourages the use of volunteers to enhance library services within the following guidelines:

1. Volunteers will not be used to supplant established paid positions, nor to fill ongoing permanent positions essential to the operation of the library's normal range of services.
2. Volunteers should not be considered for jobs that:
 - involve access to privileged/confidential information (e.g. patron records)
 - require the constant presence/supervision of paid staff or,
 - require more than 4 hours of active training by paid staff.
3. Volunteers should be assigned to meaningful tasks which utilize their talents/abilities; which can be completed within a specific period and for which they have been properly trained and are comfortable performing.
4. Volunteers should be interviewed, selected and trained by the Supervisor who will be responsible for their work. Volunteers acting in specified roles may be subject to the same requirement for a Criminal Records check as paid staff.
5. During the interview/selection process, the potential volunteer should be judged by the same criteria one would apply to a potential paid employee. Unsuitable volunteers may cost the library more in disruptions and wastage of paid staff time than the value of their labour.
6. A reasonably detailed job description/project overview should be prepared for the volunteer to enable supervisory staff and volunteers to clearly understand the task assignment and to aid in training and evaluation.
7. Volunteers working in contact with the public should be clearly identified by name tag labeled "Library Volunteer".
8. As a condition of working in a public capacity, volunteers should be required to avoid interpreting library operations, procedures or policies but should always refer these questions to staff.
9. Volunteers delivering material to a member of the public (Library-on-Wheels) will require a Vulnerable Sector Police check that will be paid for by the library.

Revised/Approved: December 13, 2017

Revised/Approved: January 14, 2014

Next Scheduled Review: April 2022

Zero Tolerance of Violence and Vandalism Policy

The Halton Hills Public Library has facilities to provide residents and visitors with opportunities to access material, use electronic resources, attend programs, read, research, and meet others in a safe, clean, and positive environment. People of all ages, interests and abilities make use of library facilities. The library will ensure that all of its users can enjoy the many services available in a secure and comfortable environment.

As such, **violence as defined by any behaviour that is physically or verbally abusive, harassing* or harmful to individuals or property will not be tolerated in library facilities.**

Violent behaviour includes but is not limited to:

- loud verbal assaults
- abusive profanity
- threats and attempts to intimidate
- throwing of articles in a deliberate or aggressive manner
- aggressive approaches to another individual
- physical striking of another individual
- attempts to goad or incite violence in others
- vandalism to property, building, or equipment (willful, malicious and/ or deliberate destruction)
- racial, ethnic or sexual orientation slurs
- illegal consumption of alcohol or drugs

Consequences

Individuals who engage in any of the above behaviours will be subject to immediate ejection from the facility and depending on the seriousness of the incident, steps will be taken as per the Discipline Measures section of this policy. Incidents may be reported to the Halton Regional Police Department and criminal charges may follow.

There will be no reconsideration by the Library Board with respect to the length of a suspension or prohibition. Where new information is available, a suspended individual may request reconsideration of the facts on which the suspension is based. Such request must be addressed to the Chief Librarian who will review the new information and make his or her recommendation to the Library Board. All such decisions of the Library Board are final.

Where vandalism has been perpetrated, not only will the individual(s) responsible be subject to suspension as outlined above, but will be required to reimburse the Library for the cost of repair and labour, together with an additional administration charge of 20% of such cost.

In cases where the perpetrator is 17 years of age or under, the library will make every attempt to recover expenses and administration fees from the perpetrator's family or legal guardians.

Reporting

Staff will complete a report using the prescribed Incident Report Form. Disciplinary measures will be taken as below. The report will be forwarded to the Chief Librarian.

Discipline Measures

Depending on the seriousness of incident, disciplinary measures will be taken as follows:

Stage 1: For Minor Acts and/or First Offences and Damage under \$500.00

At the discretion of the Director of Library Services:

- A letter of reprimand will be issued
- Invoice will be issued, if applicable, for the full cost of recovery to repair damages (material, labour, plus 20% overhead charges)
- Ban from library facilities for a minimum 60 days (two months)
- Individual must meet with the Chief Librarian or designate prior to being permitted access to the library's property and facilities

Stage 2: For More Serious Offences and/or Repeat Offences and Damages \$500.00 to \$1500.00

At the discretion of the Library Board:

- A letter of reprimand will be issued
- Invoice will be issued, if applicable, for the full cost of recovery to repair damages (material, labour, plus 20% overhead charges)
- Suspension of library card privileges
- Letter of Trespass issued for up to 180 days (six months)
- Individual must submit a request to the library board prior to being permitted access to the library's property and facilities. The library board may choose to meet with the individual if required.

Stage 3: For Serious Offences and/or Repeat Offences and Damages Over \$1500.00

At the discretion of the Library Board:

- A letter of reprimand will be issued
- Invoice will be issued, if applicable, for the full cost of recovery to repair damages (material, labour, plus 20% overhead charges)
- Suspension of library card privileges
- Letter of Trespass issued for one year or more
- Individual must submit a request to the library board prior to being permitted access to the library's property and facilities. The library board may choose to meet with the individual if required.

These steps are being implemented with respect to the *Trespassing Property Act*.

*Personnel Policy Manual – Workplace Violence and Harassment Policy and Procedure

Revised/Approved: December 13, 2017

Revised/Approved: November 12, 2014

Next Scheduled Review: April 2022