



## Programming Policy

<b>Policy section:</b> Programming	<b>Policy number:</b> PROG-01
<b>Approved date:</b> 2018-DEC-17	<b>Motion #</b> 10.1.4
<b>Supersedes:</b> 2014-06-16	<b>Motion #</b> 4.3
<b>Reviewed with no changes:</b>	<b>Motion #</b>

### General

The Bradford West Gwillimbury Public Library will offer a variety of programs that promote the enjoyment of reading and provide information, educational, recreational and cultural enrichment to the community.

Programs are defined as any group activity offered to the public or a defined group that the Library coordinates, plans and/or presents on their own or in partnership with another organization or via a third-party contract.

### Guidelines

- The Library will aim to complement, not duplicate, community-initiated programs;
- Scheduling and provision of programs are dependent on availability of staff;
- The Library may participate in cooperative programs with other agencies, organizations, institutions or individuals;
- Storytimes, general orientation tours and literacy programs, such as reading circles, book clubs and summer reading clubs, will be considered core services and therefore will be free of charge;
- The Library reserves the right to charge user fees on a cost recovery basis for non-core programs;
- When appropriate, the Library will take advantage of available grants, sponsorships and donations;
- Formal and informal evaluation of all programs will be conducted on a periodic basis. Information gathered for evaluation may be acquired through the following means: survey, word of mouth, as well as comments and suggestions from parents and/or participants. Evaluations will be done at the discretion of programming staff. Programs will be adjusted as required;
- The Library reserves the right to cancel programs.





### **Attendance at programs**

Programs must be open and accessible to all members of the public, with the following restrictions:

- A program may be arranged specifically for a group or school class;
- When necessary, numbers may be restricted and registration required on a first-come, first-served basis;
- Programs may have intended audience age groups and the Library reserves the right to limit attendance accordingly;
- In some cases, specific days may be set aside for registration for regular programs, in which case advance registrations will not be permitted;
- Fees for registered programs must be paid at the time of registration and no post-dated cheques will be accepted;
- At the discretion of the Library, a parent may be required to attend a program with their children.

### **Refunds**

Registration and admission fees are non-refundable, including where the program does not meet the expectations of the user, except under the following circumstances:

- If the Library user cancels registration 7 (seven) days prior to the program beginning a full refund will be issued;
- If the Library cancels the program, all registrants will be refunded in full;
- For all online transactions, the refunded amount will be credited back using the original payment method.

### **Liability**

The Library does not assume responsibility for damages, personal injury, illness or theft arising from participation in any program, or in any facility, or at any location where a program is held.

The Library does not assume responsibility for the supervision of minors attending programs. Parents and caregivers are required to attend programs for children 3 (three) years of age and under. For most programs for children 4 (four) to 10 (ten) years of age, parents are not required to attend the program, but must remain in the Library building during the program. Parents may be required to attend specific programs as determined by the programming staff. The Library does not assume responsibility for children while on Library property. Parents and caregivers are encouraged to inform program facilitators if the child has any pertinent medical, physical or allergy concerns.

