

# Bradford West Gwillimbury Public Library

## • BY THE NUMBERS •

2023



215,874

VISITORS TO THE LIBRARY



18,505

CARDHOLDERS

2,360  
NEW CARDS  
THIS YEAR



30,784

PEOPLE ATTENDED A  
PROGRAM OR EVENT



1,720,400

WIFI SESSIONS ACCESSED  
1,131 AVERAGE  
UNIQUE USERS PER WEEK



5.1K

PEOPLE LIKE  
AND FOLLOW US  
ON SOCIAL MEDIA



286,788

ITEMS ACCESSED  
(CHECKED OUT OR USED IN  
HOUSE)



11,470

PUBLIC COMPUTER  
SESSIONS



68,588

ANSWERS PROVIDED BY  
LIBRARY STAFF  
OR OUR eRESOURCES



8,600

PHYSICAL ITEMS  
ADDED TO OUR  
COLLECTION

1,751

CLOUD  
LIBRARY  
COLLECTION



\$20.99

RETURN FOR EVERY DOLLAR  
INVESTED IN BWGPL

70% OF PROGRAM  
ATTENDEES ACCESSED  
PRESCHOOL AND  
CHILDREN'S EVENTS





**To:** Library Board  
**Prepared by:** Matthew Corbett, CEO  
**Date:** January 15, 2024  
**Subject:** 2024-01-04 Library Board Meetings, 2024 Report

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### Purpose

This report is presented to the Library Board with a list of all proposed meetings in 2024. The report requests direction from the Board as key dates may need to be adjusted, due to the Municipal election.

### Background

In January of each year, the Library Board is presented a schedule of the upcoming Board meetings in order to meet the requirements of the Public Libraries Act. Under the Act, the Board must “hold at least seven regular meetings in each year”.

### Report

To comply with the Act's mandate of seven regular meetings annually, the Library Board traditionally discusses and determines the meeting schedule during the initial meeting of each year. Staff presents the Board with two options that not only meet but exceed the Act's requirements.

#### *Option 1*

Option 1 proposes adhering to established practices, wherein the Library Board convenes on the third Monday of each month throughout the year, except for July and August. Any potential conflicts arising from holidays are duly adjusted. Thus, the proposed meeting schedule for 2024 under Option 1 is as follows:

<b>Board Meeting Dates (3<sup>rd</sup> Monday of the Month with exceptions)</b>	<b>Time</b>
Monday, January 15, 2024	7:00 p.m.
Monday, February 26, 2024	7:00 p.m.
Monday, March 18, 2024	7:00 p.m.
Monday, April 15, 2024	7:00 p.m.
Monday, May 27, 2024	7:00 p.m.
Monday, June 24, 2024	7:00 p.m.
July, 2024	<b>No Meeting</b>



August, 2024	No Meeting
Monday, September 16, 2024	7:00 p.m.
Monday, October 21, 2024	7:00 p.m.
Monday, November 18, 2024	7:00 p.m.

### *Option 2*

In Option 2, a subtle adjustment is made to the meeting dates to introduce a more balanced approach to budget development. Departing from past practices where Board meetings were omitted during July and August, the proposed modification includes a meeting in August. This change aims to enhance the budget development process by fostering a more thorough and interactive discussion. Rather than the conventional approach of preparing, developing, and presenting the budget to the Board and the Finance department in September, Option 2 suggests advancing this timeline. Board members would engage in budget development discussions earlier in the year, allowing for a more comprehensive and meaningful dialogue. Consequently, the proposed meeting schedule for 2024 under Option 2 is as follows:

<b>Board Meeting Dates (3<sup>rd</sup> Monday of the Month with exceptions)</b>	<b>Time</b>
Monday, January 15, 2024	7:00 p.m.
Monday, February 26, 2024	7:00 p.m.
Monday, March 18, 2024	7:00 p.m.
Monday, April 15, 2024	7:00 p.m.
Monday, May 27, 2024	7:00 p.m.
June, 2024	No Meeting
July, 2024	No Meeting
Monday, August 19, 2024	7:00 p.m.
Monday, September 16, 2024	7:00 p.m.
October 21, 2024	7:00 p.m.
Monday, November 18, 2024	7:00 p.m.

### **Financial Implications**

There are no financial implications for this report.

### **Summary**

Staff have provided two options for the Board to consider regarding the 2024 Board meeting schedule. Option 1 proposes maintaining the Library Board's traditional meeting schedule, convening on the third Monday of each month throughout the year, excluding July and August, with adjustments for holidays. On the other hand, Option 2 advocates for a slight modification by introducing a meeting in August, deviating from past practices of skipping meetings during these summer months. This adjustment aims to facilitate a more balanced and interactive budget



development process, allowing for earlier and more comprehensive discussions. Both options exceed the Act's requirement of seven annual meetings and provide the Board with choices that align with different approaches to scheduling and budgeting

### **Next Steps**

Staff are looking to the Board to determine which Board meeting schedule members would prefer. This will then be updated on the Library website.

### **Recommendation**

THAT the Bradford West Gwillimbury Public Library Board receive the report 2024-01-04 Library Board Meetings, 2024 Report for information;

AND THAT The Bradford West Gwillimbury Public Library Board provide Staff with direction on the preferred option of the Board.



**To:** Library Board

**Prepared by:** David di Giovanni, Manager of Cultural Services and Matthew Corbett, CEO

**Date:** January 15, 2024

**Subject:** 2024-01-05 Grant Application–Update Report

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### **Purpose**

This report is presented to the Library Board to provide an update on a grant which staff applied to. The Report itself provides details on the grant application status, and what the grant will fund.

### **Background**

In September 2023, Staff applied for a grant from Alectra Utilities known as AlectraCARES. This grant program is designed to support community initiatives aligned with the organization's sustainability pillars, addressing both current and future needs of communities and generations. Alectra's 2024 Community Support Program, guided by sustainable measures, aims to bolster:

- Mental health
- Food security
- Equity, diversity and inclusion
- Health care
- Climate action
- Child welfare
- Innovation & education
- Housing security

The Library specifically submitted a grant proposal under the Equity, Diversity, and Inclusion pillar of Alectra's program, reflecting our commitment to fostering an inclusive and diverse community.

### **Report**

On December 23, 2023, staff members received an email notifying them of the Library's successful grant application. The Library is set to receive \$5,000 in early 2024 for a groundbreaking initiative known as The Culture@BWG.

*About The Culture@BWG:*



The grant application spotlighted the Bradford West Gwillimbury Public Library and Cultural Centre as a vital community hub, facilitating access to knowledge, ideas, and diverse cultural experiences. Serving a population of over 42,000 residents, our library stands out as one of the primary cultural hubs in the rapidly growing Town of Bradford West Gwillimbury within Ontario.

The grant funding will be administered by the Bradford West Gwillimbury Friends of the Library, a volunteer-led charitable organization dedicated to raising funds that support the expansion of access to children's programs, cultural events, and literacy initiatives within the BWG Library and Cultural Centre.

The Culture@BWG Initiative represents a monthly celebration of diversity and inclusion through culturally relevant and family-friendly arts and culture events hosted at the BWG Library and Cultural Centre. Throughout 2024, the Library's Cultural Services department will curate a series of weekend events each month aligning with significant days and months of commemoration, ranging from Black History Month to Nowruz, National Indigenous People's Day, and Diwali. These events will be offered free of charge and will feature engaging performances by musicians, dancers, and artists.

Building on the success of our well-attended cultural events in 2023, which drew crowds ranging from 100 to 250 residents per event, Culture@BWG aims to formalize and expand upon this initiative. Regular updates on the planning and execution of these events will be provided to the Board and the community by our dedicated staff.

### **Financial Implications**

There are no financial implications for this report. The Library is receiving \$5,000 from a grant application through the AlectraCARES grant.

### **Summary**

On December 23, 2023, staff members were notified via email about the successful grant application, securing \$5,000 for the Bradford West Gwillimbury Public Library and Cultural Centre's new initiative, The Culture@BWG. The grant, managed by the Bradford West Gwillimbury Friends of the Library, will support diverse and family-friendly monthly cultural events throughout 2024. This initiative, building on the library's success in 2023, aims to celebrate diversity and inclusion through engaging activities aligning with significant cultural observances, offering free events featuring musicians, dancers, and artists. Regular updates on event planning and execution will be shared with the Board and the community.

### **Next Steps**



Staff are awaiting the grant payment and are beginning planning for the events. As more information is gathered and events are planned, Staff will provide regular updates to the Board and community.

**Recommendation**

THAT the Bradford West Gwillimbury Public Library Board receive the report 2024-01-05 Grant Application–Update Report for information.



**Internet, Email, Computer Usage Policy**

<b>Policy section:</b> Administrative Policy	<b>Policy number:</b> AP-06
<b>Approved date:</b>	<b>Motion #</b>
<b>Next Review Date:</b>	

**1. Purpose and Objectives**

- 1.1 The Bradford West Gwillimbury Public Library and Cultural Centre provides computers, e-mail accounts, voice mailboxes, electronic storage and communication systems for use by employees as required.
- 1.2 These services and systems are the sole property of the Library and are provided for the sole purpose of providing day-to-day business requirements.

**2. Policy Statement**

- 2.1 This policy sets out to ensure the safety, integrity and confidentiality of all of the Library's computer systems and data. The Library invests in technology tools such as Internet and e-mail to improve business productivity, communication, customer service, and employee satisfaction. It is intended that these tools be used for business purposes;
- 2.2 All electronic transmission and communication systems are provided by the Library as tools for employees to use to improve and support services provided to clients (both internal and external) and to obtain and access business related information. Users of these systems should have no expectation of personal privacy in electronic storage systems, e-mail and voice mail messages, either sent or received, or internet material accessed; and,
- 2.3 This policy applies to all Library Staff and Library Board members.

**3. Electronic Messaging Systems**

- 3.1 Bradford West Gwillimbury Public Library and Cultural Centre's electronic messaging systems, as with other computing resources, are intended to be used solely for conducting corporate business. The Library may tolerate incidental and occasional personal use of its electronic mail systems and mobile communication devices provided that such use does not adversely affect business uses and productivity, and does not involve unlawful or unprofessional activities including, but not limited to, those prohibited activities specified below:
  - a. Unauthorized dissemination of confidential or proprietary corporate documents or information;
  - b. Dissemination of information or data restricted by any applicable provincial or federal laws or regulations;







- c. Dissemination, including printing, of copyrighted materials, including articles or software, in violation of copyright laws; and
  - d. Forwarding of electronic mail messages without a legitimate business purpose under circumstances that are likely to lead to embarrassment, injury or harassment of any person or to violate a clearly expressed desire of the sender to restrict additional dissemination.
- 3.2 Any use that may be disruptive, offensive to others, or harmful to morale as defined by the Human Rights Code. Such unauthorized use includes, but is not limited to:
- a. Transmissions containing ethnic slurs, racial epithets, or anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, gender identity, gender expression, religious or political beliefs;
  - b. Sending or soliciting sexually oriented messages or images; or
  - c. Operating a business or conducting activities for personal gain; and sending chain letters.
- 3.3 Under no circumstances can employees or Library Board members use Library technology (telephone/mobile device, facsimile, e-mail or internet, software applications) in relation to the election purposes, and Library resources shall not be used in any way to offer advertisements, promotions or solicitations that are intended for personal gain, including for election purposes or campaigning. For greater clarity, Library technology is intended to be used to conduct business of the Library;
- 3.4 Unless authorized by the CEO, employees are not to use Library technology for charitable purposes;
- 3.5 Users are prohibited from installing any personal software on corporate assets such as, but not limited to, games, music downloading, shareware, freeware, tax programs and toolbars as they can affect the reliability and stability of the personal computers. Similarly, corporate licensed software may not be installed on "non-corporate" hardware unless written permission is obtained from the CEO;
- 3.6 Bradford West Gwillimbury Public Library and Cultural Centre reserves the right to revoke a user's access to e-mail, voice mail, internet, electronic storage and communication systems/devices and facilities at any time, with or without cause or notification, at Bradford West Gwillimbury Public Library and Cultural Centre's sole discretion, and in such an event, the user shall comply as requested; and
- 3.7 Bradford West Gwillimbury Public Library and Cultural Centre reserves and maintains the right to monitor, copy or duplicate any computers, e-mail accounts, voice mailboxes, electronic storage, communication systems and network traffic used by any employee.

#### **4. Security Protection and Safeguarding—Computer Passwords**

- 4.1 Users are responsible for the security of Bradford West Gwillimbury Public Library and Cultural Centre's information technology and shall not share their passwords with anybody. Passwords are an important aspect of computer security and are the front line of protection for user accounts. A poorly chosen password may result in the compromise of Bradford West Gwillimbury's entire network. As such, all Library employees' (those using





a personal computer or use Outlook Web Access) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords. Conversely, users must not access the files of other users or their supervisors unless the information is intended to be shared, or they have the permission of their supervisor; and,

- 4.2 To ensure protection of the Library network, the IT department of the Library will assess and determine appropriate password security procedures. This may include password changes, two-factor authentication measures, or alternative measures to ensure maximum protection of the Library's IT infrastructure.

## 5. Accountability

- 5.1 Failure to comply with this policy may result in disciplinary action up to and including termination of employment with cause.

## 6. Responsibility

### 6.1 Manager/Supervisors:

- a. Ensure that they and their employees know and comply with this policy;
- b. Managers are responsible for ensuring that network account access forms are authorized and submitted to IT prior to an employee's start date; and,
- c. Immediate supervisors are responsible for ensuring that all infractions are resolved immediately.

### 6.2 Users:

- a. Users are responsible for reading, understanding, adhering, and signing the Employee Acknowledgement Form.

### 6.3 Information Technology:

- a. Ensuring appropriate account access forms are properly authorized and completed prior to issuing equipment and access to users; and
- b. Ensure that sufficient authorization documentation is kept on file for each user for auditing purposes.

## 7. Related Documents

- 7.1 Bradford West Gwillimbury Public Library and Cultural Centre Board, *Privacy and Confidentiality Policy*
- 7.2 *Public Libraries Act, R.S.O. 1990.*





**Planning Policy**

<b>Policy section:</b> Administrative Policy	<b>Policy number:</b> AP-09
<b>Approved date:</b>	<b>Motion #</b>
<b>Next Review Date:</b>	

**1. Purpose and Objectives**

- 1.1 The Bradford West Gwillimbury Public Library and Cultural Centre is committed to developing and maintaining an effective planning process for the Library in order to fulfill the mandate under *The Public Libraries Act, R.S.O. 1990, c. P44* and to maintain accountable practices over the service that are in place to protect Library, Community, and Stakeholders;
- 1.2 The Planning process ensures:
  - a. The needs of the community is met;
  - b. The vision of the Library Board is clearly communicated and realized;
  - c. The Library is able to respond to changing needs and trends in the community;
  - d. Key decision makers are aware of the Library’s contribution to the community and make a long-term commitment to Library Services;
  - e. Library funds are responsibly expended in a deliberate and accountable manner; and,
  - f. The continuity of services is maintained regardless of personnel changes in the board or employees.

**2. Policy Statement**

- 2.1 This policy establishes the formal planning process of the Board as it relates to the Library service.

**3. Strategic Planning Document–Process**

- 3.1 In the third of its four-year term, the Board will develop a formal strategic document that will consider a mission, vision, and priorities that will be used to govern the Library’s day-to-day operations. Such document may be facilitated by an external strategic planning consultant;
- 3.2 The strategic document will be accompanied by an annual business operations plan, and monthly departmental progress report updates. An annual scorecard will be provided to the Board outlining updates to the planning document;
- 3.3 The Board will develop a process for reviewing and assessing:
  - a. The needs of the community of which the Library serves;
  - b. The services of the Library in based on community needs and feedback;





- c. The priorities of Bradford West Gwillimbury and areas; and,
  - d. The Library's success in adhering to and meeting the mission, goals, objectives of the strategic planning document.
- 3.4 The Board and/or the CEO will report to the community on the Library's progress in fulfilling its plan by means of:
- a. Distribution of an annual scorecard report; and,
  - b. Presentations to Council, service groups and community organizations as the opportunity arises.
- 3.5 Pursuant to 3.4, and where possible, information provided to the public regarding the strategic planning documents will be made available in accessible formats; and
- 3.6 The Strategic Planning Document shall be accompanied by a Technology and accessibility plan, as well as an asset management plan and other documents developed to support the Strategic Planning and Master Planning process.

#### **4. Master Planning**

- 4.1 To ensure adequate forecasting and strategic planning documents remain relevant, the Library Board shall initiate a comprehensive Master Plan of all library operations and facilities at minimum every ten (10) years;
- 4.2 The Board shall consider undertaking such planning more frequently when necessary. The completed plan shall include a comprehensive assessment and analysis of the Library's current facilities, services, technologies, and staffing and will provide a long-term roadmap that aligns with anticipated growth forecasts for the municipality; and,
- 4.3 This plan will effectively position the Library to meet future needs resulting from service innovation, community needs and municipal growth. The Master Plan will inform the Library's operational planning, capital forecasts and contributions to municipal development charge studies.

#### **5. Additional Reviews**

- 5.1 In addition to ongoing consultation and input of the Library Board and staff, reviewing and assessing the Library's current environment will be addressed through a situational analysis which may include:
- 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; and,
  - b. Public Consultation - Community consultation methods may include any or all of the following: surveys, community leader interviews, focus group interviews, and public forums. Efforts will be made to solicit feedback and insights from both library users and non-users. The Library will ensure that the invitation to comment and the feedback process are





accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.

## 6. Related Documents

6.1 *Public Libraries Act*, R.S.O 1990, c. P44.

6.2 *Bradford West Gwillimbury Public Library Board*. BL-06 Board Advocacy.





**Board Advocacy**

<b>Policy section:</b> Bylaw	<b>Policy number:</b> BL-06
<b>Approved date:</b>	<b>Motion #</b>
<b>Supersedes:</b>	<b>Motion #</b>
<b>Reviewed with no changes:</b>	<b>Motion #</b>

**1. Purpose and Objectives of the Bylaw**

- 1.1 The Bradford West Gwillimbury Public Library Board shall be an effective advocate for the provision of exemplary library service. Through its advocacy work, the Library Board seeks to:
  - a. Educate and inform stakeholders, funders and community members of the Library’s unique governance, continued relevance and value within the community;
  - b. Build relationships in support of library governance, representation and voice; and,
  - c. Strengthen facilities by securing funds to improve existing spaces and expand facilities, technologies, and services in support of municipal growth and evolving community expectations.
- 1.2 This Bylaw applies to the Library Board, and also delegates authority to the Chief Executive Officer (CEO) as well as any staff members who are authorized by the CEO to advocate on behalf of the Library.

**2. Bylaw Statement**

- 2.1 This Bylaw defines when, why, how and who would engage in advocacy activities on behalf of the Bradford West Gwillimbury Public Library.

**3. Approaches to Advocacy**

- 3.1 The Board:
  - a. Fulfills its advocacy responsibilities by identifying and responding to issues, concerns and government policies that may directly or indirectly affect the Bradford West Gwillimbury Public Library;
  - b. Encourages its members to consult with community and stakeholders regarding advocacy initiatives and bring any feedback to the Board;
  - c. Ensures that advocacy remains a planned and sustainable ongoing process at the Library, by:
    - i. Forming an Advocacy Committee to direct and implement the Board’s efforts, as per the Bradford West Gwillimbury Public Library Board By-laws;





- ii. Adopting an Annual Advocacy Plan and reflecting advocacy related goals and actions within its Strategic Plan; and,
- iii. Welcoming development opportunities to support and enhance Board members' advocacy-related skills.

#### **4. Municipal and Community Relations**

4.1 The Library Board and CEO shall, where applicable:

- a. Build relationships and understandings with key decision makers and individuals and organizations whose interests and objectives align with those of the Bradford West Gwillimbury Public Library;
- b. Ensure that there are regular communications with Municipal Town Council and senior administration.
- c. Present to Council, at least twice annually, to inform Council of the Library's resources, services, plans and achievements;
- d. Adopt and implement strategies to ensure that the Library has a 'voice at the table', expanding opportunities for the Library to demonstrate its value, contribute to shared community initiatives and encourage investments in library spaces and services;
- e. Make every reasonable effort to ensure that there is a consistent and coordinated response to advocacy issues from the Board and the Friends of the Library;
- f. Communicate, co-operate, and co-ordinate with other libraries, organizations, agencies and institutions when and as appropriate, and,
- g. Ensure that the Library regularly participates in activities aimed at increasing community awareness of the variety and importance of public library services.

#### **5. Issuing Responses**

5.1 After discussion of the issue(s), the Library Board:

- a. Shall direct the Board Chair or the CEO/Chief Librarian to convey its concerns in person or in writing to the appropriate organization or government agency, and to the media where appropriate;
- b. May convey its decision to the general public and to the Library membership and customers in an appropriate manner;
- c. Shall advise government officials on the impact of current and proposed policies; and,
- d. May, at its discretion and by duly approved motion, undertake activities in support of or in opposition to these policies.

#### **6. Communications**

6.1 In addition to supporting staff efforts to raise awareness of library programs and services, the Library Board will:

- a. Communicate in one voice, in an informed manner, relaying the unique benefits of the Library to the community; and,





- b. Ensure that all messages are positive and consistent with Board decisions. Communications shall adhere to Conduct of the Governing Board, outlined in BL-05 Board Code of Conduct.
- 6.2 Either the Library Board Chair or the CEO (or their designates) will be the official spokesperson for the Library on advocacy issues, in accordance with BL-02 Composition and Terms of References of the Board, and is dependent upon availability and the nature of the issue;
  - 6.3 If contacted by the media or stakeholders, Board members shall refrain from responding on behalf of the Library and instead coordinate with the Board Chair and/or CEO to ensure appropriate information is shared;
  - 6.4 All Board members are encouraged to promote the value of the Bradford West Gwillimbury Public Library and its impact on the community by:
    - a. Sharing unedited stories and relevant information about library programs, services and relevance, as initially published by BWGPL, across their personal and social media networks. All such posts should be made in alignment with the guidelines of the Library's Social Media Policy;
    - b. Sharing information about the Board's values, vision and strategic planning documents;
    - c. Acting as an excellent ambassador for the Bradford West Gwillimbury Public Library and advocating within the guidelines of this policy;
    - d. Supporting the work of the Board's Advocacy Committee by contributing to deliverables or initiatives identified within the Library's Annual Advocacy Plan; and,
    - e. Assisting the Board Chair and/or CEO in officially representing the Library at meetings or other events as requested.

## 7. Related Documents

- 7.1 Bradford West Gwillimbury Public Library Board. *BL-02—Composition and Terms of Reference of the Board*
- 7.2 Bradford West Gwillimbury Public Library Board. *BL-05—Board Code of Conduct*
- 7.3 *Public Libraries Act*, R.S.O. 1990, Chapter P44.







**Expectations of Conduct Policy**

<b>Policy section:</b> Operational Policy	<b>Policy number:</b> OP-05
<b>Approved date:</b>	<b>Motion #</b>
<b>Next Review Date:</b>	

**1. Purpose and Objectives**

- 1.1 The purpose of this policy is to outline the Expectations of Conduct within the Library;
- 1.2 The Library, its Board, and Staff encourage behaviour that supports the Library’s mission and core values;
- 1.3 It is recognized that this policy applies everywhere the Library conducts its business—whether on Library property, in the community, over the phone or email, or on our online channels; and,
- 1.4 The responsibility to enact this policy rests with all members of our Library and Community in order to maintain a welcoming, positive, and encouraging environment.

**2. Policy Statement**

- 2.1 The Library strives to provide everyone with fair and equitable access to a wide range of library services in a welcoming environment that is reflective of the Library’s Core Values;
- 2.2 Everyone has the right to equal treatment that is barrier free, judgement free, and empowers everyone to develop an atmosphere of trust, confidence and encouragement;
- 2.3 It is understood that the Library prioritizes a commitment to self-expression, self-actualization, dignity, and equal rights and treatment for all including and without discrimination or harassment on the basis of sex, sexual orientation, race, colour, ethnic origin, creed and all other grounds set out in the Ontario Human Rights Code.

**3. Core Values**

- 3.1 The Library has established core values. These values are designed and implemented to ensure a positive, healthy environment that can be enjoyed by staff, community, and visitors;
- 3.2 The Library, its staff, and the community holds a responsibility to provide a service, space, and environment that exhibits, promotes, reflects and prioritizes the Library’s Core Values:
  - i. Belonging
  - ii. Curiosity
  - iii. Inclusive and Equity Driven services
  - iv. Encouragement





- v. Humility
  - vi. Opportunity
- 3.3 Drawing on the core values of the Library, it is envisioned that the Library is a service that builds community through respectful relationships with all stakeholders; and,
- 3.4 The Library believes that Staff and the community are responsible in co-creating a welcoming, equity-centred, service that empowers everyone to contribute to developing an atmosphere of trust, confidence and encouragement, with an understanding and commitment to self expression, self actualization, dignity, and equal rights and treatment for all.

#### 4. Respect for Others

- 4.1 All members of the community deserve to enjoy the Library, its programs, and space without being subjected to language or behaviour that: impedes on the freedom and dignity of others and the creation of a welcoming environment for all;
- 4.2 It is expected that employees, community members, and visitors to the facility will treat others with respect, courtesy and dignity, and value the diversity of their fellow employee and members of the public/visitors;
- 4.3 Subsequent to 4.2, it is expected that anyone who attends the facility shall treat others equitably, with fairness and honesty, and remain committed to fostering a positive, healthy Library environment free from discrimination, harassment (including sexual harassment), and bullying;
- 4.4 For greater clarity, the Library has a zero tolerance for discrimination, harassment, and bullying.
- 4.5 To contribute to a positive, healthy Library environment, the Library is confident visitors will:
- a. Respect the rights of all Library users to share a common space;
  - b. Ensure the care, safety, and behaviour of children, as outlined in OP-13 Unattended Children;
  - c. Be courteous and respectful to others using the Library space;
  - d. Be respectful to the rules identified by library staff with regards to appropriate use of various library spaces (ie. quiet areas, seating capacity, etc);
  - e. Ensure that behaviours are not disruptive to the dignity or safety of others, including threatening, abusive, violent, discriminatory or harassing conduct; and,
  - f. Follow Library practices and procedures.
- 4.6 In conjunction with 4.5, visitors can expect staff to:
- a. Deliver equitable access to information and services tailored to meet visitor needs;
  - b. Offer dynamic services by informed employees who take ownership of every customer interaction; and,
  - c. Implement fair practices and procedures, ensuring accountability to the community





d. Provide a welcoming, safe, encouraging, and respectful Library space.

## 5. Respect of Property

- 5.1 Everyone has a responsibility to safeguard the resources, equipment, and furniture within the Library, to ensure everyone has an opportunity to use them in the same capacity as everyone else;
- 5.2 Visitors are responsible for all personal items while in the Library and should not leave them unattended. The Library takes no responsibility for any lost or damaged items;
- 5.3 Visitors must gain permission prior to taking photos or videos on Library property. For greater clarity, photos or videos of Library customers without their permission and staff permission is prohibited;
- 5.4 Bicycles, shopping carts, or other large-wheeled conveyances are prohibited inside the Library;
- 5.5 For greater clarity, skates, skateboards, collapsible scooters, hover boards, and other similar devices that allow individuals or groups to travel at a speed faster than walking must be carried and not used while on Library property;
- 5.6 Notwithstanding 5.4, wheelchairs, strollers, and mobility devices are permitted within the Library;
- 5.7 In addition to the above, and to ensure continued respect of property, it is expected that everyone in the facility will:
  - a. Use provided materials, computers, equipment and furniture with respect;
  - b. Respect the technology at the Library;
  - c. Not take Library materials into the washrooms;
  - d. Not participate in unsanitary behaviour on library premises; and,
  - e. Will ensure proper disposal of waste.

## 6. Safety for Self and Public

- 6.1 Public and Employee safety is paramount to a healthy, positive environment. The Library prioritizes health and safety for everyone who attends the facility;
- 6.2 It is expected that members of the public and employees will engage in safe and healthy practices, and will not place themselves or others in harms way;
- 6.3 Weapons are strictly prohibited. No weapons, including objects that look like weapons are permitted within the Library. This includes toy, plastic, wooden, or other items that are or look like weapons;
- 6.4 Notwithstanding 6.3, items that are, can be, or look like weapons which are carried by law enforcement or for reasons protected under the Ontario Human Rights Code are permitted. Objects that look like weapons used publicly in artistic or cultural activities must have approval by the CEO or designate;





- 6.5 In order to foster an environment of safety, visitors shall:
- a. Supervise all individuals, especially children, for whom you are responsible. Do not leave child or vulnerable adults unattended;
  - b. Follow emergency procedures. Leave the building when requested by staff in case of fire, fire drills, or other emergencies;
  - c. Do not engage in activities that would contravene any Library policy including this Expectations of Conduct;
  - d. Follow all municipal, provincial and federal laws, codes, rules and regulations;
  - e. Follow the instructions of Library staff; and,
  - f. Access only public designated areas during normal open hours. Do not stay in the Library when the Library is closed for business.

## **7. Non-Punitive Approach to Enacting Policy (Breach of Policy)**

- 7.1 The Library strives to apply the policy in a fair and equitable way;
- 7.2 The Library, its employees, and the governing body emphasize education and awareness over punitive measures when there is a breach of this policy;
- 7.3 The Library believes in open and transparent communication. As a result, Staff will engage in open, supportive communication with members of the public when there is a breach of any and all Library policies including this Public Expectations of Conduct;
- 7.4 Staff will provide opportunities for members of the public to rectify breaches of this policy. As a basis for education and growth, the Library, its Staff, and the Board encourage members of the public who are in breach of this policy to learn from their mistakes
- 7.5 The Library understands that the inequitable monitoring and surveilling of any individual or group works against enacting a non-punitive approach
- 7.6 Notwithstanding 7.2, 7.3, 7.4, and 7.5 in the event of a breach of policy Staff will follow the guidelines within this policy alongside the established Library procedures; and,
- 7.7 For further clarity, the Library Staff will follow the guidelines outlined in Appendix A as a frame of reference when breaches of the policy occur.

## **8. Consequences for Expectations of Conduct Violations**

- 8.1 All visitors, community members, and staff using the facility are expected to be aware of and act in compliance with this Expectations of Conduct and related policies referenced herein;
- 8.2 While a non-punitive approach is expected, violation of these standards, subject to the severity, could result in an escalated approach and could include the police.

## **9. Related Documents**





- 9.1 Bradford West Gwillimbury Public Library and Cultural Centre Board. *Public Expectations of Conduct Procedure.*
- 9.2 Bradford West Gwillimbury Public Library and Cultural Centre Board. *Unattended Children Policy.*
- 9.3 Bradford West Gwillimbury Public Library and Cultural Centre Board. *Library Core Values.*





## Appendix A—Behaviour Action Procedure

### Behaviour Action Procedure

If an incident is found to contravene the Expectations of Conduct, staff and management will use the following grid and corresponding action to determine the appropriate consequences.

#### I. Identifying Severity

This procedure first requires the definition of the behaviour to be labelled as Mild, Moderate, and Major. The following matrix can be applied when defining said behaviour.

	<b>Damage</b>	<b>Freedom and dignity of others</b>	<b>Health and safety of others</b>	<b>Welcoming environment</b>	<b>Harassment and Discrimination</b>
Mild	Limited damage	Mild impact on freedom and dignity of others	Limited to no impact on health and safety of others	Impact on welcoming environment is limited to immediate vicinity around person	Does not meet harassment and discrimination grounds in OHRC
Moderate	Permanent damage	Clear and recognizable impact on freedom and dignity of others	Evident impact on health and safety of others	Impact extends to multiple areas of the Library	Could be interpreted as harassment and discrimination grounds
Major	Causes irreparable damage	Extreme impacts on freedom and dignity of others	Severely impacts health and safety of others	Impact on welcoming environment extends to whole floor or entire building	Clearly meets harassment and discrimination grounds





II. Behaviour Action List

Severity of Incident	Common Incident Type	Examples	Consequence	Incident Report Required
Mild	Physical Violence	Wrestling or light pushing between friends;	Referral to <b>Expectations of Behaviour</b> ; Verbal warning, where possible ask public to suggest consequence to deal with situation and/or if it happens again	No
	Damage/Theft of Property	Spilled soft drink on table; Taking a friends equipment away from them;		
	Vaping/Smoking			
	Verbal Threats	Strong language between friends used in jest;		
	Badgering behaviour	Self-promotion to a small group; Irritating another individual or group from their aim		
	Disturbing Conduct (Ex. Gum sticking on table, nail clipping)	Sticking gum on tables; Clipping one's nails;		
	Impacting general Health and Safety (throwing small objects to one another, multiple persons on one chair, sitting in front of fire extinguisher)	Throwing small objects to one another; Mutiple persons on one chair; Sitting in front of fire extinguisher		
Moderate	Physical Violence	Aggressive fight between two people; Fight that draws a small crowd;	Identify if first aid is required; explanation of	Yes





			code; ask to leave Library for the day	
	Damage/Theft of Property	Throwing liquid or book at someone; accidental staining of furniture;	Remind of Expectations of conduct, respecting library property, give warning	
	Disregarding Library Staff's verbal warnings		Call management; Reminder of Expectations; Ask to leave for the day	
	Badgering behaviour	Larger scale self-promotion (distributing flyers); Irritating behaviour to a section of the library	Verbal Warning, Reminder of Expectations	
	Impacting general Health and Safety	Throwing objects from balcony; discharging fire extinguishers;	Reminder of Expectations; Second floor suspension for the day;	
Major	Physical Violence	Fight involving multiple people; Fight that leaves marks or draws blood;	Ask to leave; call the police; Possible Banning pending management/police review	Yes
	Damage/theft of Property	Intentional Permanent Damage such as breaking of windows, Tearing of couches, throwing technology	Inform Management; Potential police call; Possible replacement charges; Possible banning pending management/police review	
	Verbal Threats	Threats that communicate harm; Threats of intimidation toward Library Staff or strangers	Ask to leave for the day (and remind of Expectations of conduct/core values); Possible ban; where	







			possible collect or share contact details to arrange	
	Badgering Behaviour	Large scale or continued solicitation or petitioning;	Refer to management	
	Disturbing Conduct	Pornography, sexual conduct, disseminating/discussing disturbing images, language that goes against Ontario Human Rights protected grounds	Intervention by Management, possible police call, possible ban	
	Impacting general Health and Safety	Throwing furniture; Lighting fires; using bear mace	Ask to leave the library, Possible police call, possible ban pending management/police investigation	

### SUMMATION OF PROCEDURE

1. Incident is identified as being Mild, Moderate, or Major. If unsure, staff will defer to management.
2. If Mild:
  - a) Staff will share why incident is in violation of Public Expectations of Conduct Policy
  - b) Staff member may elect to share consequence right away (ie. “Please no running”) or move onto c)
  - c) Staff member will confirm that the public member in question understands the violation;
  - d) Staff member will ask public what they believe an appropriate consequence is if incident happens again. If proposed consequence feels inappropriate to the incident, staff may share what a ‘moderate’ consequence would be, and ask member of public to find an alternative proposed consequence that ‘meets in the middle.’
  - e) If staff member feels there is a likelihood of the behavior persisting, they will report to management.
3. If Moderate:





- a) Staff member will decide whether they would like to deal with situation or escalate to management
- b) Staff or management will share why incident is in violation of Public Expectations of Conduct Policy;
- c) Staff or management will proceed with appropriate consequence;
- d) If consequence includes asking member of public to leave for the day or a ban from the second floor, contact information of management is provided to member of public in the event they disagree with the consequence
- e) Staff member or management will create an incident report documenting what happened

4. If Major:

- a) Management Is requested.
- b) Management proceeds with appropriate consequence and if possible, explanation of Expectations of Conduct Policy;
- c) Management write incident report and escalate to management table or CEO for any decision that may impact the member's ability to access the library in the long-term.
- d) Management will create incident report.

