



Policy Section:	Operational		
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Purpose

The Bradford West Gwillimbury Public offers a variety of programs to support the Library's Strategic Plan and Mission, Vision and Values by offering programming that;

1. Provides information, invites public discussion, encourages curiosity and creativity, and promotes multiple literacies, and a joy of reading;
2. Promotes the Library, its collections, resources and services; and
3. Reflects and responds to the diverse communities it serves, addresses their interests, needs, and goals while fostering partnerships.

Section 1:

Definition

A program is defined as any group activity offered to the public or to a defined group that the Library coordinates with, plans, and/or presents independently, in partnership, or through a third-party contract.

Programs may:

- Be single events or a series;
- Be scheduled or pop-up; or
- Take place in-person, offsite, or virtually.

Section 2:

Intellectual Freedom

The Library upholds the principle of intellectual freedom as outlined in the [Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries](#).

The Library may deliver programs that present controversial or opposing viewpoints. Programs will not exclude topics, books, authors, speakers, performers, or other resources solely because they may be considered controversial. As with all other programs, such programs are subject to meeting the development criteria outlined below.

The Library recognizes the right of individuals or groups to object to programs based on personal beliefs. However, such objections do not grant the right to restrict others' access to programs.

All expressions of concern must be submitted in writing to the CEO.

Section 3:

Development Criteria

Programs will:

1. Have clearly defined goals, target audiences, descriptions, and expected outcomes;
2. Be scheduled based on available space, staffing, and operating hours;
3. Respond to current and emerging community needs and interests;
4. Reflect community diversity, promote inclusion, and build connections;
5. Encourage literacy and a love of reading;
6. Support technological literacy and help bridge the digital divide;
7. Incorporate community-led initiatives where possible;
8. Provide educational, recreational, and cultural enrichment; and/or
9. Promote the use of Library collections, resources, and services.

Programs may be delivered by:

- Library staff;
- Contracted third-party providers; or
- Partnerships with community organizations or individuals.

Programming proposals from external organizations and individuals will be considered and evaluated based on the development criteria outlined in this policy and in the Program Plan used for Library run programs.

Section 4:

Virtual and Hybrid Programming

Virtual programming enables staff to connect with community members who may not be able to come to the Library such as the homebound.

All policies and guidelines that apply to the planning, execution, and evaluation of in-person programs also applies to virtual programs.

The Library will evaluate and select the most appropriate platforms for the provision of virtual programs and modify or update these platforms as necessary.

Section 5:

Attendance at Programs

Programs must be open and accessible to the public, with the following conditions:

1. A program may have an intended audience such as an age group which the Library reserves the right to limit attendance accordingly;
2. A parent or caregiver may be required to attend a program with their child at the discretion of the Library (see OP-13 Unattended Child Policy);
3. A program may be arranged for a specific group or school class;
4. A program may limit attendance based on capacity and safe use of space and will be available on a first come, first served basis, whether through registration or general admission;
5. Although core programs, including but not limited to storytimes, general orientation tours and literacy programs will be free of charge, the Library reserves the right to charge user fees on a cost-recovery basis on other programs;
6. Presenters delivering programs shall not solicit business, customers, volunteers, nor will they collect personal information nor market commercial services or products;
7. With prior approval from the Library, presenters may be permitted to display materials such as CDs and books for purchase;
8. The Library may collect participant contact information for follow up; and
9. Specific days may be set aside for program registration, in which case advance registration will not be permitted.

Section 6:

Evaluation

The Library will evaluate programs to make decisions for improvements and for future programming through the ongoing collection and analysis of information on program activities and outcomes. Such evaluations will include an opportunity for community feedback and suggestions.

Section 7:

Refunds

Registration and admission fees are non-refundable, including programs that do not meet the expectations of the user, except under the following circumstances:

- If the Library user cancels registration seven (7) days prior to the beginning of the program a full refund will be issued;
- If the Library modifies the time or date of a program and registrants are unable to attend the new time and/or date, registrants will be offered a full refund; or
- If the Library cancels the program, all registrants will be refunded in full.

Section 8:

Endorsements

Library sponsorship of a program does not constitute an endorsement of the content of the program, the views expressed by presenters or participants or for any products or services mentioned during a program run in the Library.

Related Documents:

OP-13 Unattended Children Policy

[Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries.](#)