



Policy Type: **Operational**

Policy Number: **O - 1**

Policy Title: **Children Unattended in the Library Policy**

Policy Approved: November 15, 2016  
Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Board recognizes that children have a right to a welcoming, respectful, innovative and safe environment when visiting the library. However, the WPL cannot assume responsibility for children left unattended. The Windsor Public Library Children Unattended in the Library Policy establishes the conditions needed to maintain the well-being of children plus the responsibilities of their caregivers.

## 2. **SCOPE**

2.1 The Windsor Public Library Board recognizes and endorses the [Ontario Child and Family Services Act \(CFSA\)](#) with regard to the supervision of children.

a) Section 72(1) "Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society."

b) Section 79(3) "No person having charge of a child less than 16 years of age shall leave the child without making provision for his or her supervision and care that is reasonable in the circumstances."

c) Section 79(4) "Where a person is charged with contravening Subsection (3) and the child is less than 10 years of age, the onus of establishing that the person made provision for the child's supervision and care that was reasonable in the circumstances rests with the person."

2.2 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) provides governance and management of public library services in Windsor. The Children Unattended in the Library Policy reflects the *WPL Mission, Vision, Values Statement and Customer Service Pledge*:

**WPL Vision Statement** "The Windsor Public Library makes our community a better place to live, work and raise a family."

**WPL Vision Statement - Community** "We are committed to a strong and healthy Windsor."

2.3 The Windsor Public Library Board endorses the [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

## 3. **GUIDELINES**

3.1 Responsibility for the welfare, actions and behaviour of children using the WPL ultimately rests with the parent/legal guardian or an assigned caregiver.

- a) Children under the age of 10 must be accompanied by an adult or caregiver while in the Library;
- b) Children aged 10 and over are welcome to use the library independently, but parents are still responsible for their actions and behaviour while in the library;
- c) Parents must ensure that children requiring supervision are accompanied at the library by a responsible caregiver;
- d) Parents or caregivers are responsible for supervising their child's access to all library resources including the Internet and Tech Hub;
- e) If the parent or caregiver cannot be contacted within 10 minutes after closing, employees will notify the Windsor Police Services.

3.2 The Children Unattended in the Library Policy covers the following situations:

- a) An unattended/abandoned/unsupervised child;
- b) An unattended child found frightened, crying, asking for assistance or perceived to be endangering him/herself;
- c) An individual poses a perceived threat to an unattended child;
- d) An unattended child exhibits inappropriate actions or behaviour.

3.3 Children found unattended in the library will be helped and this may include contacting parents, caregivers, schools, the Windsor Police Services or the Children's Aid Society for assistance.

3.4 Responsibility of WPL Employees

Where a responsible adult cannot be contacted, library employees will:

- a) Not leave a child unattended;
- b) Not give the child a ride home, or walk the child home;
- c) Contact WPL management, Windsor Police Service and / or Children's Aid Society (CAS) and remain with the child until authorities can take the child into their protection.



Policy Type: **Operational**

Policy Number: **O - 4**

Policy Title: **Customer Code of Conduct Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Customer Code of Conduct Policy is intended to provide guidelines with regard to customer behaviour and actions in the library.

## 2. **SCOPE**

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) and the [Trespass of Property Act, RSO 1990,T.21](#) provides governance and management of public library services in Windsor. The Customer Code of Conduct Policy reflects the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WLP Mission Statement** *“The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.”*

*“We believe in the freedom to read, learn and discover.”*

2.2 The Customer Code of Conduct Policy applies to all Windsor Public Library customers and individuals in or using all facilities, resources or services.

## 3. **GUIDELINES**

3.1 The Windsor Public Library Board is committed to providing a welcoming environment for all customers and expects customers to be law abiding and respectful of all.

3.2 The Windsor Public Library expects customers to:

- a) Use library resources, property and facilities for their intended purposes;
- b) Not cause a disturbance;
- c) Not behave in a disorderly manner or engage in any act having the effect of disturbing or preventing others from enjoying the Windsor Public Library ;
- d) Follow all Windsor Public Library policies, procedures and employee directions;
- e) Attend to and supervise children in their care;
- f) Attend to personal belongings;
- g) Dress appropriately, i.e. shoes, shirts and other appropriate attire.

3.3 Behaviours or actions which are not permitted include:

- a) Any activity that is illegal, damages library property or disrupts other customers or employees;
- b) Threatening or intimidating language, noises or actions; harassment, bullying, stalking, voyeurism, etc.;

- c) Selling, using, possessing or being under the influence of alcohol or any other illegal substance;
- d) Carrying weapons or implements which can be used as weapons;
- e) Theft of library resources or property;
- f) Sexual misconduct;
- g) Entering non-public library work areas;
- h) Photographing or filming without prior approval;
- i) Soliciting or selling merchandise in or around library facilities, without prior approval;
- j) Begging or soliciting for any purposes;
- k) Affixing or posting any bill, poster or notice.

#### 3.4 Expulsion and Revocation of Borrowing Privileges

The Windsor Public Library Board delegates to the CEO the authority and responsibility to:

- a) Suspend or revoke a customer's borrowing or internet access privileges;
- b) Prohibit a customer/individual from entering any Windsor Public Library facility.



Policy Type: **Operational**

Policy Number: **O - 5**

Policy Title: **Facilities Use Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Facilities Use Policy is intended to provide a framework for the provision of safe, clean and accessible public library facilities.

1.2 Library customers expect and deserve a welcoming environment in which to use library resources, services and facilities. The WPL welcomes the use of public areas and meeting rooms in its facilities.

## 2. **SCOPE**

2.1 The Windsor Public Library Board allows for the use of buildings by individuals, groups, organizations, and businesses whose conduct supports the [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), and the [Ontario Human Rights Code](#).

2.2 The Windsor Public Library Board endorses the City of Windsor [Municipal Smoking Bylaw](#) and the [Bicycle Parking on Public Property Policy](#).

2.3 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990.C.P44](#) provides governance and management of public library services in Windsor.

2.4 The Facilities Use Policy applies to all Windsor Public Library locations, to all customers, employees, volunteers and agents, and reflects *the WPL Mission, Vision, Values, Customer Service Pledge and Customer Code of Conduct Policy*:

**WPL Customer Service Pledge** “A community gathering place that welcomes everyone.”

## 3. **DEFINITIONS**

“Customer” means anyone who is on the library premises, who may or may not have a library card.

“Library” includes any building or mobile unit from which the Windsor Public Library provides library resources and/or services.

“Resident” means anyone who resides within the City of Windsor, or owns real property within the City of Windsor.

#### 4. **GUIDELINES**

4.1 The Windsor Public Library Board strives to maintain safe and clean library facilities plus protect and preserve the property under its control.

4.2 The WPL is proactive in maintaining sanitary and pest free facilities.

4.3 The WPL is a smoke free environment.

#### 4.4 **Library Facility Use**

4.4.1 Windsor residents shall have free access during open hours to the public areas of the WPL.

4.4.2 All persons using WPL facilities shall conduct themselves so as not to disturb other persons in the Library or cause damage to library property.

4.4.3 Except with the permission of the CEO or designate, no person will:

- a) Bring into the Library a wheeled vehicle, other than a wheelchair, mobility scooter, baby carriage or stroller;
- b) Remain in the Library after the hours of opening.

4.4.4 If a library employee or agent suspects that library property has not been properly checked out, customers shall allow upon request, an employee or agent to inspect their belongings.

4.4.5 Parking facilities for automobiles, bicycles and strollers shall be readily accessible and designated for use by public library customers and employees.

#### 4.5 **Meeting Rooms**

4.5.1 Meeting rooms may be rented for the purpose of promoting the informational, cultural, learning and recreational interests of the community in the form of meetings, seminars and workshops.

4.5.2 Renting of library meeting rooms does not constitute an endorsement of the group's policies or activities. The Library will not knowingly permit any individual or groups to use its facilities in contravention of the [Canadian Criminal Code](#).

4.5.3 Groups using the facilities may not limit attendance on the basis of race, colour, religion, sex, age, sexual orientation, mental or physical disability. The WPL reserves the right to attend any meeting held in its facilities.

4.5.4 At the discretion of the CEO or designate, room rental fees may be waived for:

- a) Meetings convened by the Windsor Public Library Board;
- b) Library Associates or Ontario Ministry responsible for public library service;
- c) Library co-sponsored programs that are free to the public.

- 4.5.5 Library programs shall have priority in the use of meeting rooms.
- 4.5.6 Organizations must use their own name when advertising meetings held in library facilities, making it clear that the WPL is not the sponsor of the event.
- 4.5.7 Rental fees must be paid at the time of booking. There will be no refunds for cancellations of less than seventy-two (72) hours notice.
- 4.5.8 Organizations or individuals who use library facilities and/or equipment are responsible for any damages incurred by such use. They will be required to indemnify the Windsor Public Library Board against the costs of any and all claims which may arise out of, or by reason of, granting the use of those facilities.
- 4.5.9 Customers may consume alcoholic beverages in meeting rooms only when a liquor license has been purchased and filed with the WPL.
- 4.5.10 The WPL reserves the right to refuse or cancel a meeting room rental.  
Use will be denied:
  - a) For a purpose that, in the Library's opinion, is contrary to the law or any WPL policies.
  - b) When there is deemed to be: a likelihood of physical hazard to participants or a misuse of premises or equipment. Past misuse or non-payment of fees is sufficient grounds for denial.
  - c) To clubs, groups and organizations intending to establish the WPL as a permanent location for their activities.
  - d) Where the primary purpose of the event is: a religious service, or for political campaigning.

#### **4.6 Displays and Exhibits**

- 4.6.1 The Windsor Public Library provides access to intellectual, cultural, educational and recreational activities by providing free community display space.
- 4.6.2 Display and exhibit space is available to individuals, schools and community organizations to display their art, handicrafts or projects.
- 4.6.3 The WPL will provide space for displays and exhibits that are:
  - a) Appropriate to the Library environment;
  - b) Responsive to the diverse interests of the community;
  - c) Not in contravention of federal or provincial laws and regulations, or municipal by-laws.

- 4.6.4 The individual booking the space must sign an agreement stating they have read the WPL Facilities Policy and agree to its terms.
- 4.6.5 The individual or organization booking the space is responsible for setting up and dismantling their own display or exhibit.
- 4.6.6 The presence of any display or exhibit does not imply any endorsement by the Windsor Public Library Board. Acceptance or refusal of a specific exhibit is at the discretion of the CEO or designate.

#### **4.7 Public Notice Boards**

- 4.7.1 WPL provides access to free public notice boards for the promotion of not-for-profit events within the community.
- 4.7.2 No notices of a personal, commercial, political or religious nature will be posted; however, notices promoting free services by organizations acting on behalf of the government will be posted.
- 4.7.3 All notices must be approved by a Library Manager or designate before posting.
- 4.7.4 WPL has the right to decline or not post any poster or notice.





Policy Type: **Operational**

Policy Number: **O - 10**

Policy Title: **Lending Services Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1. The purpose of the Lending Services Policy is to establish a framework of policies which govern the equitable sharing of library materials.

## 2. **SCOPE**

2.1. The Windsor Public Library Board recognizes and endorses the [Freedom of Information and Protection of Privacy Act](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), and other laws governing intellectual property.

2.2. The Windsor Public Library Board Lending Service Policy provides guidelines for the sharing of library materials, as provided under the authority of the [Public Libraries Act, R.S.O.1990.C.P44](#) 23 (1) & (2)(4), which:

- a. Provide the opportunity for members of the public to access and borrow materials, without charge;
- b. Ensure the care of and accounting for materials in the WPL collection;
- c. Define rules for the fair and equitable use of library resources.

2.3. The Lending Service Policy supports the principles of universal and equitable access and reflects *the WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Mission Statement** *"The mission of the WPL is to enrich our community by providing access to resources that inform and entertain."  
"We believe in the freedom to read, learn and discover."*

2.4. The Windsor Public Library Board endorses the [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

## 3. **DEFINITIONS**

"Circulation" includes the lending of all types of material, to any WPL member.

"Materials" includes all items in the WPL collections which are available to the public through the integrated library system, e.g. books, DVD's, electronic resources.

"Transactions" are lending and returning library procedures, including: check outs, check ins, fines, claims returns and obtaining a library card.

“Resident” means a person who resides in the City of Windsor or is covered under a reciprocal borrowing agreement and can present documented proof of residency.

“Non-resident borrower” means a person who is not a “resident” and who can be issued a library card upon presentation of proper identification and payment of a fee.

“Good standing” means a library card holder who has agreed to follow the requirements set by WPL to borrow materials or access information and whose library card account is not “blocked”.

#### **4. GUIDELINES**

4.1. The Windsor Public Library Board shall make library materials widely available to the community, in an equitable manner, in order to maximize the use of the collections.

4.2. All membership and usage information will be treated as private and confidential.

#### **4.3. Library Membership**

4.3.1 A library card may be obtained with appropriate identification by a person who is:

- a) A resident of the City of Windsor, without charge
- b) A resident of a community participating in a reciprocal borrowing agreement e.g. Essex County, without charge;
- c) Not a resident of the City of Windsor, for a fee.

4.3.2 A temporary guest library card with restricted borrowing privileges may be obtained for a fee.

4.3.3 For children aged 0-12 a parent/sponsor signature is required plus appropriate identification for the parent/sponsor and the child.

4.3.4 With appropriate identification individuals aged 13-17 may sign their card. Without appropriate identification a parent/sponsor signature is required.

4.3.5 Members are responsible for their signed library card and for the safekeeping of all items borrowed using that card. By signing the card, the library card holder agrees to abide by the policies and procedures of the WPL and is responsible for all use made of the card.

4.3.6 Lost or stolen library cards must be reported immediately; members are responsible for any materials borrowed on their cards until loss or theft is reported.

4.3.7 Change in contact information must be reported immediately.

- 4.3.8 Membership renewal requires verification of address and payment of outstanding fees and fines.
- 4.3.9 Membership can be suspended for unpaid fines, or violation of library policies.
- 4.3.10 Membership is not transferable to other individuals.
- 4.3.11 Library cards are the property of the WPL and must be surrendered upon request.

#### **4.4. Borrowing**

- 4.4.1 A Windsor Public Library member whose account is in “good standing” may borrow materials from the circulating collections of the WPL.
- 4.4.2 Members are required to return materials on or before the due date.
- 4.4.3 Library material may not be renewed if another customer has requested the material.
- 4.4.4 Any member of the public may use WPL materials in the library, without a library card.
- 4.4.5 Interlibrary Loan services are provided to customers for some materials not available at WPL.

#### **4.5. Fines and Fees**

- 4.5.1 Fines are charged when materials are returned after their due date and are levied against the library card on which they are charged.
- 4.5.2 Fees are charged for damaged, lost and /or unreturned materials and levied against the library card on which they are checked out. The replacement cost will be assessed by WPL and will include the purchase cost and the processing cost of the material.
- 4.5.3 The WPL does not accept donations of materials in lieu of fines or fees.
- 4.5.4 Overdue accounts may be referred to a collection agency. A collection agency fee is applied to all outstanding accounts and must be paid whether or not the items are returned.
- 4.5.5 Any customer who damages or fails to return library materials, or fails to pay the cost of any loss or damage, may be subject to suspension of all library privileges and/or prosecution.

#### 4.6. **Suspension of Privileges**

4.6.1 Library card holders may have their borrowing privileges or access to other library services suspended if the:

- a) Accumulated fines and fees charged exceed \$50;
- b) Card holder has been issued a Notice of Trespass from the WPL; or
- c) Card holder has refused to abide by WPL policies and procedures.



Policy Type: **Operational**

Policy Number: **O - 11**

Policy Title: **Library Services Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Library Services Policy is intended to provide guidelines for the provision of excellent public library services.

## 2. **SCOPE**

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) provides governance and management of public library services in Windsor.

2.2 The Library Services Policy applies to all employees, volunteers and agents who provide or support library programming and reflects the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Mission Statement** *"The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain"*

**WPL Values Statement - Lifelong Learning and Literacy** *"We believe the passion for reading and learning should be shared."*

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#) and takes no position on the views, ideas, or opinions expressed.

## 3. **GUIDELINES**

3.1 The Windsor Public Library Board considers the provision of excellent public library services to all, an integral part of its mission and strategic priorities.

### 3.2 **Mobile Services**

3.2.1 The mission of the Windsor Public Library mobile service is to "enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play".

3.2.2 The Windsor Public Library mobile unit is an outreach vehicle to promote:

- a) The Windsor Public Library resources and services;
- b) Interest in and the joy of reading and lifelong learning;
- c) Participation in community programs and events.

### **3.3 Children's Services**

- 3.3.1 Windsor Public Library provides resources for children in a variety of formats, languages and reading levels.
- 3.3.2 Except where limited by law, children have access to all library materials.
- 3.3.3 Parents and legal guardians are responsible for monitoring the access and use of library materials by their children.

### **3.4 Information Services**

- 3.4.1 WPL strives to provide information services that are prompt, accurate, unbiased and confidential to all.
- 3.4.2 WPL endeavors to supply the highest level of professional expertise in facilitating access to information.
- 3.4.3 WPL employees facilitate access to information however do not offer any interpretation of information.
- 3.4.4 The WPL Board does not endorse or sanction the content or point of view of any information or commentary which may be found in the collection or accessed through the WPL.

### **3.5 Local History Services**

- 3.5.1 The mission of the WPL local history service is to “celebrate Windsor’s rich heritage by providing access to a wide range of historic resources, services and programs, genealogy records and automotive history”.

### **3.6 Public Access Computers**

- 3.6.1 WPL provides access to public computers and the Internet at all locations.
- 3.6.2 The WPL Board does not endorse or sanction the content or point of view of any information or commentary which may be accessed via WPL public computers.

### **3.7 Special Needs/Accessibility Services**

- 3.7.1 Windsor Public Library provides resources for individual with disabilities in a variety of formats, languages and reading levels.  
See also the WPL Special Needs/Accessibility Policy

### **3.8 Technology Hub**

- 3.8.1 The mission of the WPL Tech Hub is to “enrich the community by providing access to a wide range of innovative technologies and services to Windsor residents”.

3.8.2 The WPL provides access to innovative technologies and services through the Technology Hub and the Self-Publishing Lab at the Central Library.

3.8.3 Access to the Technology Hub is open to all WPL members, however fees may be applicable for some services.

**3.10. Teen/Young Adult Services**

3.10.1 Windsor Public Library provides resources for teens / young adults in a variety of formats, languages and reading levels.

3.10.2 Except where limited by law, teens/ young adults have access to all library materials.



Policy Type: **Operational**

Policy Number: **O - 12**

Policy Title: **Naming, Donations and Sponsorships Policy**

Policy Approved: January 17, 2017  
Next Review: 2020

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## 1. **PURPOSE**

Windsor Public Library Board collaborates with donors to strengthen the library's ability to fulfill its mission and help meet the needs of customers. The Naming, Donations and Sponsorships Policy is intended to provide rules for the naming of library locations and entities, plus clarify the use of donations and other forms of assistance.

## 2. **DEFINITIONS**

- 2.1 **“Advertising”** denotes the sale or lease of advertising or signage space on City-owned property. Unlike sponsorship, it involves the use of public advertising contracted at pre-determined rates for a set period of time. Advertising does not imply any reciprocal partnership arrangement since the advertiser is not entitled to any additional benefits beyond access to the space.
- 2.2 **“A donation”** (gift), as defined in the Income Tax Act, is a voluntary transfer of real or personal property without valuable consideration.
- 2.3 **“Naming opportunities”** is the right to name a piece of tangible property or an event in exchange for financial considerations, documented in an agreement signed by all parties.
- 2.4 **“Sponsorship”** is a mutually beneficial business arrangement wherein an external party, whether for profit or otherwise, provides cash and/or in-kind services to the City in return for commercial advantage. This may take the form of publicity, promotional consideration, merchandising opportunities, etc. Because of these marketing benefits, a sponsorship does not qualify for a tax receipt.
- 2.5 **“Value-in-kind”** is a sponsorship received in the form of goods and/or services rather than cash.

## 3. **SCOPE**

- 3.1 The Windsor Public Library Board supports the [Freedom of Information and Protection of Privacy Act](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#).
- 3.2 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990,C.P44](#), provides governance and management of public library services in Windsor.



- 3.3 The Naming, Donations and Sponsorships Policy applies to all donors, employees, volunteers and agents plus supports the principles of universal and equitable access and reflects the *WPL Mission, Vision, Values and Customer Service Pledge*.

#### **4. GENERAL RULES GOVERNING NAMING, DONATIONS AND SPONSORSHIPS**

- 4.1 The Windsor Public Library Board is committed to establishing mutually beneficial naming opportunities and donations with individuals, families, organizations and enterprises, with the intent of:
- a) Supporting the mission, vision and values of Windsor Public Library;
  - b) Promoting library resources, services, programs and facilities;
  - c) Improving customer service.
- 4.2 Sponsorship and naming opportunities must be for purposes consistent with the mandate of the WPL and must be considered to be in the public interest of the WPL and the City of Windsor;
- 4.3 The WPL, or the City of Windsor, as is applicable shall retain ownership over any sponsored property and the WPL shall retain control over any sponsored property;
- 4.4 Potential sponsors must not be canvassed in a manner that uses or implies coercion. Prospective sponsors that decline solicitations for contributions shall not be penalized;
- 4.5 The WPL does not endorse the products, services, or ideas of any sponsor;
- 4.6 Subject to the Agreement, proceeds received from a sponsorship in respect of a library or service shall be applied to the property or service intended;
- 4.7 Sponsors shall not be canvassed during any active procurement process in which they are or reasonably may be participating;
- 4.8 Individuals, families, organizations or enterprises shall not influence the operation of libraries, services, programs or the selection of library resources;
- 4.9 The sponsorship or naming opportunity must not create an ongoing financial obligation for the WPL;
- 4.10 Sponsorships and naming opportunities shall conform to all applicable federal and provincial statutes, and to all applicable City bylaws policies and practices;
- 4.11 The sponsorship or naming opportunity must not interfere with existing contractual obligations;
- 4.12 The sponsorship or naming opportunity must not unduly detract from the character, integrity, aesthetic quality or safety of property or unreasonably interfere with its enjoyment or use;
- 4.13 The sponsorship or naming opportunity must not result in, or be perceived to result in preferential treatment for the sponsor outside of the sponsorship agreement;

- 4.14 To protect the privacy of WPL customers, sponsors shall not have access to personal information held by the WPL;
- 4.15 Windsor Public Library ensures the confidentiality of user records by not selling, renting or providing access to customer records to any donor, individual, organization or enterprise.
- 4.16 No form of indemnification will be provided to any sponsor without the express approval of the City Solicitor;
- 4.17 Sponsors are prohibited from implying that their products, services or ideas are sanctioned by the WPL and/or the City of Windsor;
- 4.18 There shall be no actual or implied obligation for the corporation to purchase products or services from the sponsor;
- 4.19 The sponsorship or naming opportunity must not confer a personal benefit, directly or indirectly, to any WPL employee, volunteer, or member of the WPL Board;
- 4.20 The WPL will consider all sponsorship proposals but has no obligation to accept any of them. The WPL reserves the right to refuse any proposal, including, but not limited to, those submitted by third parties whose activities are perceived, at the sole discretion of the WPL, to be incompatible with the WPL's goals, values or mission;
- 4.21 From time to time the Windsor Public Library Board or the City of Windsor may propose a name to be attached to a library, room, service, equipment or collection of resources to recognize exceptional contributions to the library and/or community at no cost. This will be mutually agreed upon by the Windsor Public Library Board and the City of Windsor.

## **5. RULES GOVERNING NAMING OPPORTUNITIES**

- 5.1 Windsor Public Library naming opportunities include naming: library locations, rooms, services, equipment or collections of resources.
- 5.2 The following factors will be considered by the Windsor Public Library Board when considering a naming opportunity:
  - 5.2.1 If possible, the name under consideration should have a connection to the particular library facility or other entity (room, equipment etc.) to which the name is proposed to be associated;
  - 5.2.2 The proposed name must not convey any religious, political or other philosophical connotation that might offend or otherwise be abhorrent to any segment of the population;
  - 5.2.3 The contribution of the proposed individual, family, organization or enterprise has made to public life and the well being of the City of Windsor, must:
    - 5.2.3.1 Exemplify the mission, vision and values of the Windsor Public Library, including being a reader and lifelong learner;

- 5.2.3.2 Be perceived as a role model and open to close scrutiny, relative to their character, integrity and values;
  - 5.2.3.3 Have provided outstanding community service and leadership with significant impact on the City and residents over an extended period of time.
- 5.3 The Naming Agreement will include the duration of the naming opportunity including a specific clause associated with the length of the time that it will be used.

## **6. NAMING, DONATIONS AND SPONSORSHIPS PROCEDURES**

- 6.1 All Windsor Public Library naming and other sponsorship opportunities shall be reviewed and approved in the following manner:
- 6.1.1 For all naming or sponsorship opportunities with a value of \$10,000.00 or greater, and for all naming or sponsorship opportunities associated with naming/sponsoring a library, room, services, equipment, or collection of resources, the opportunity shall be reviewed by the Windsor Public Library Board, and recommended to City Council for authorization and confirmed with a duly signed Agreement;
  - 6.1.2 For all naming or sponsorship opportunities with a value of \$5,000 - \$9,999.99, the opportunity shall be reviewed and approved by the Windsor Public Library Board upon recommendation by the CEO of the Windsor Public Library; and shall be confirmed with a duly signed Agreement;
  - 6.1.3 For all naming or sponsorship opportunities with a value of less than \$5,000 the opportunity shall be reviewed and approved by the CEO of the Windsor Public Library, shall be confirmed with a duly signed Agreement, and shall be duly reported to the Windsor Public Library Board.
- 6.2 All naming or other sponsorship discussions which require review by the Windsor Public Library Board will be considered initially at a Windsor Public Library Board closed meeting, for the purpose of gaining approval in principle. A naming or other sponsorship recommendation will be made to City Council at a closed meeting and will be announced publicly by the WPL Board upon approval by City Council;
- 6.3 Charitable tax receipts shall be issued by the CFO/Treasurer only in accordance with the *Income Tax Act* and the policies of the Canada Revenue Agency;
- 6.4 All sponsorship relationships shall be confirmed in writing or by contract in consultation with the City of Windsor Legal Department and Finance Department and shall be reported to the City of Windsor Corporate Communications Division for the purposes of tracking;
- 6.5 Any renewals of sponsorship agreements are at the sole discretion of the WPL. The WPL reserves the right to cancel any sponsorship agreement at any time should the

arrangement no longer meet the eligibility requirements of the Naming, Donations and Sponsorship Policy or should the arrangement no longer be considered compatible with values, image, assets or interests of the WPL;

- 6.6 In order to expedite partnership development and recognize the uniqueness of sponsorship opportunities, a formal competitive process is not required when soliciting sponsorship or naming opportunities. Efforts will be made to present opportunities to at least three potential sponsors to maximize contributions and opportunities for contribution. If it is not possible to solicit at least three offers for a given opportunity, the circumstances, limitations and reasoning must be included in the report prior to acceptance of the sponsorship.



Policy Type: **Operational**

Policy Number: **O - 13**

Policy Title: **Outreach Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Outreach Policy is intended to provide guidelines for the provision of library outreach services. Library outreach: provides information, invites public discussion, encourages curiosity and creativity plus promotes the Windsor Public Library beyond the library walls.

## 2. **SCOPE**

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) provides governance and management of public library services in Windsor.

2.2 The Outreach Policy applies to all employees, volunteers and agents who provide or support outreach services and reflects *the WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Mission Statement** *“The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.”*

**WPL Values Statement - Lifelong Learning and Literacy** *“We believe the passion for reading and learning should be shared.”*

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#) and takes no position on the views, ideas or opinions expressed.

## 3. **DEFINITIONS**

“Outreach” is defined as the act of promoting the WPL and extending public library resources and services to a wider segment of the community outside of the library.

The mobile unit/Bookmobile/F.R.E.D. is a vehicle used to deliver outreach services to the community. The mission of the WPL mobile unit is to “enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play”.

## 4. **GUIDELINES**

4.1 The Windsor Public Library Board considers outreach to be an integral part of its mission and strategic priorities. Library outreach extends the WPL into the community and provides an alternate location for people to learn and obtain information.

#### 4.2 The WPL will:

- a) Make available resources and services through community outreach;
- b) Select outreach locations based on the interest and need of the neighbourhood or event;
- c) Offer outreach for children, young adults, adults, special needs customers, seniors and families;
- d) Use outreach to promote interest in, and the joy of, reading and lifelong learning;
- e) Make outreach available free of charge except for fundraising events to benefit the library;
- f) Make outreach open to all, based on a first come, first served basis;
- g) Make available a process for customer feedback and expressions of opinions/concerns about outreach;
- h) Participate in cooperative outreach with other agencies, organizations, institutions or individuals.



Policy Type: **Operational**

Policy Number: **O-14**

Policy Title: **Partnership Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 Windsor Public Library collaborates with community partners to strengthen the library's ability to fulfill its mission and help the library meet the needs of customers. The Partnership Policy is intended to provide guidelines for the development of library partnerships.

## 2. **SCOPE**

2.1 The Windsor Public Library Board supports the [Freedom of Information and Protection of Privacy Act](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), and other laws governing intellectual property.

2.2 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990,C.P44](#), provides governance and management of public library services in Windsor.

2.3 The Partnership Policy applies to all employees, volunteers and agents; supports the principles of universal and equitable access and reflects the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Mission Statement** *"The mission of the WPL is to enrich our community by providing access to resources that inform and entertain."*  
*"We believe in the freedom to read, learn and discover."*

## 3. **GUIDELINES**

3.1 The Windsor Public Library Board is committed to establishing mutually beneficial partnerships with public and private agencies, organizations and enterprises, with the intent of:

- a) Supporting the mission, vision and values of Windsor Public Library;
- b) Promoting library resources, services, programs and facilities;
- c) Improving customer service.

3.2 All Windsor Public Library partnerships shall be confirmed with a duly signed partnership agreement.

3.3 Partnerships shall not influence the selection of library resources, programs or services, and shall not require endorsement of products or services.

3.4 Windsor Public Library ensures the confidentiality of user records by not selling or providing access to customer records to any partnership.





Policy Type: **Operational**

Policy Number: **O - 15**

Policy Title: **Programming Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Programming Policy is intended to provide guidelines for the provision of library programs. Library programming provides information, invites public discussion, encourages curiosity and creativity plus promotes literacy and reading within the library.

## 2. **SCOPE**

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) provides governance and management of public library services in Windsor.

2.2 The Programming Policy applies to all employees, volunteers and agents who provide or support library programming and reflects the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Mission Statement** *"The mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain"*

**WPL Values Statement - Lifelong Learning and Literacy** *"We believe the passion for reading and learning should be shared."*

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#) and takes no position on the views, ideas, or opinions expressed in library resources, services or programs.

## 3. **DEFINITION**

A "program" is defined as a coordinated activity, event or presentation with a specific purpose "to read, learn and discover." For example: Story Time, Seniors Book Club, Local History Lecture, class visits.

## 4. **GUIDELINES**

4.1 The Windsor Public Library Board considers programs to be an integral part of its mission and strategic priorities and strives to offer programs that complement library services and collections. Library programs provide an alternate way for people to learn and obtain information, encourage participation in civic life and address the cultural and recreational interests of the community.

4.2 The WPL will:

- a) Make available a wide spectrum of program opinions and viewpoints;
- b) Select programs based on the interest and need of the community;
- c) Offer programs for children, young adults, adults, special needs customers, seniors and families;
- d) Use programs to promote interest in, and the joy of, reading and lifelong learning;
- e) Make programs open to all, based on a first come, first served basis;

- f) Make available a process for customer feedback and expressions of opinions/concerns about programs.

4.3 The WPL may:

- a) Participate in cooperative programs with other agencies, organizations, institutions or individuals;
- b) Co-sponsor programs in the library;
- c) Allow presenters to display products or books for purchase.



Policy Type: **Operational**

Policy Number: **O - 16**

Policy Title: **Public Internet Use Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1. The Windsor Public Library Public Internet Use Policy is intended to provide a framework outlining public internet services, library use of filters, and customer responsibilities while accessing the WPL Internet.

## 2. **SCOPE**

2.1. The Windsor Public Library Board supports the Canadian [Copyright Act](#), the [Canadian Charter of Rights and Freedoms](#) which states that everyone has freedom of thought, belief, opinion and expression; the [Canadian Criminal Code](#) and other legislation governing access to intellectual property and communication of information.

2.2. The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990.C.P44](#) provides governance and management of public library services in Windsor. The Internet Use Policy reflects the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Values Statement** *“WPL values intellectual freedom, literacy and access to information.”*

2.3. The WPL Public Internet Use Policy applies to:

- a) All WPL-owned public computers and all personal wireless devices, operating in WPL facilities;
- b) All instances of accessing the Internet, whether through the library’s Internet service or through other wireless services, devices or software.

## 3. **GUIDELINES**

3.1. The Windsor Public Library Board provides public internet access as an information resource for customers. While the Internet provides a variety of resources for different age levels and points of view, its availability at the library does not imply any endorsement by the WPL Board.

### 3.2. **Customer Responsibilities**

3.2.1 WPL internet computers must not be used for illegal, actionable, or criminal purposes; to seek access to or export unauthorized or inappropriate sites or content;

3.2.2 Customers are responsible for any sites they reach and the appropriate use of the resource;

3.2.3 Customers shall respect the privacy of other library customers;

3.2.4 Customers are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct on the Internet. The WPL assumes no responsibility for the security and privacy of online transactions.

### **3.3. WPL Responsibilities**

3.3.1 WPL will:

- a) Facilitate and promote public access to information;
- b) Promote customer education, media awareness and internet safety;
- c) Respect the right of customers to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted;
- d) Encourage all customers to be respectful of the rights and sensibilities of others.

3.3.2 WPL recognizes that some internet resources are: illegal, misleading and/or inaccurate; or considered by some people to be offensive or objectionable.

3.3.3 WPL Board is not responsible for the accuracy of the information obtained via the Internet. The accuracy of the information is the responsibility of each originator and/or producer.

3.3.4 WPL reserves the right to implement and enforce usage procedures, and to withdraw access privileges for those who do not comply with the protocols, rules, regulations or service provider agreement.

3.3.5 WPL supports the rights and responsibilities of parents or legal guardians to determine, monitor and guide their children's use of library materials and resources and will endeavour to minimize unintentional exposure by children and teens to Internet content that is age inappropriate.

### **3.4 Use of the Internet**

3.4.1 WPL internet computers must not be used for illegal, actionable or criminal purposes, to seek access to unauthorized sites or to access inappropriate sites.

3.4.2 Downloading, transmission and export of material from inappropriate sites is prohibited

3.4.3 Infringement of copyright is prohibited.

### **3.5 Internet Filtering**

3.5.1 Internet sources that threaten the integrity of the Windsor Public Library network will be filtered.

3.5.2 Internet sources will be filtered on WPL computers specifically designated for use by children.

3.5.3 WPL recognizes that filters are not 100% effective. The WPL assumes no liability in the event that a customer reaches a site assumed to be filtered.



Policy Type: **Operational**

Policy Number: **O - 18**

Policy Title: **Special Needs/Accessibility Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Special Needs/Accessibility Policy is intended to provide a framework for the delivery of library service to people with disabilities or special needs.

## 2. **SCOPE**

2.1 The Special Needs/Accessibility Policy complies with the requirements of the [Accessibility for Ontarians with Disabilities Act](#), the [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.2 The Windsor Public Library Board endorses the [City of Windsor Accessibility Policy](#).

2.3 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990, C.P44](#) provides governance and management of public library services in Windsor.

2.4 The Special Needs/Accessibility Policy reflects *the WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Values Statement – Excellent Customer Service** “WPL values and respects its customers, partners, volunteers and staff.”

**WPL Values Statement – Lifelong Learning and Literacy** “WPL values intellectual freedom and access to information.”

2.5 The Special Needs/Accessibility Policy applies to all customers, employees, volunteers or agents.

## 3. **DEFINITIONS**

“Barriers” - anything that prevents an individual with a disability from fully accessing resources or participating in activities because of their disability. Barriers can be physical, architectural, communicative, attitudinal, technological, or organizational.

“Service Animal” is an animal assisting a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to their disability.

## 4. **GUIDELINES**

4.1 The Windsor Public Library Board strives to ensure that all library resources, services, equipment and facilities are:

- a) Equitably accessible to all;
- b) Free from discrimination;
- c) Respectful of the dignity and independence of persons with disabilities.

#### **4.2 Accessible Reading Formats**

- a)** The WPL shall provide accessible formats for customers with disabilities in a timely manner, taking into account the person's accessibility needs and WPL's budget constraints. Accessible reading formats include, but are not limited to: large print, recorded audio/electronic formats and Braille.
- b)** The WPL website and web content shall be made accessible in accordance with the requirements of accessibility legislation.

#### **4.3 Assistive Reading Devices**

Upon request WPL will make reasonable efforts to facilitate the use of assistive devices (for example, large print reader, computer workstations) that enable people with disabilities to use library resources and services.

#### **4.4 Service Animals in the Library**

Persons with a disability are encouraged to use service animals when accessing WPL resources, facilities and services, unless such a service animal is excluded by law.



Policy Type: **Operational**

Policy Number: **O - 19**

Policy Title: **Volunteer Policy**

Policy Approved: November 15, 2016

Next Review: 2019

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## 1. **PURPOSE**

1.1 The Windsor Public Library Volunteer Policy provides a framework for the inclusion of volunteers to assist with the provision of library service to the Windsor community.

## 2. **SCOPE**

2.1 The Windsor Public Library Board within the meaning of the [Public Libraries Act, R.S.O.1990,C.P44](#) provides governance and management of public library services in Windsor and supports the Volunteer Policy through the *WPL Mission, Vision, Values and Customer Service Pledge*:

**WPL Values Statement – Excellent Customer Service** “WPL values and respects its customer, partners, volunteers and staff.”

**WPL Values Statement – Community** “WPL values team work, partnerships and serving the community.”

2.2 Volunteers make a welcome addition to the WPL, by enriching and enhancing library programs and services. Volunteering creates opportunities for community members to actively contribute to the library and their community. Volunteers do not substitute or replace paid library employees.

2.3 The WPL Volunteer Policy applies to individuals, inclusive of, but not limited to unpaid work placements and volunteers in all programs and at all facilities.

## 3. **DEFINITIONS**

“Volunteer” refers to a person who performs services without compensation or expectation of compensation and who carries out a task at the direction of, and on behalf of, the library. The library also accepts students as volunteers who are participating in: student job placement projects, internships, corporate volunteer programs, or other volunteer referral programs.

## 4. **GUIDELINES**

4.1 The Windsor Public Library welcomes the services of volunteers with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services.

4.2 Volunteers are recruited with the intent of broadening and expanding the involvement of the community in their library.

- 4.3 A volunteer must be enrolled and orientated/trained by the WPL prior to volunteering at the WPL.
- 4.4 Volunteer assignments balance the needs of the library with the interests and abilities of volunteers.
- 4.5 The minimum age requirement for volunteers is 14. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.
- 4.6 A personnel record is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.
- 4.7 Family members of library employees may volunteer but will not be placed under the direct supervision of their family members who are employees.
- 4.8 Volunteers may be asked to submit a police records check.
- 4.9 Volunteers who do not adhere to the policies/procedures plus health and safety requirements of the WPL or who fail to satisfactorily perform their assignments may be dismissed.