



Policy Type: **Foundation**

Policy Number: **F - 1**

Policy Title: **Mission Statement**

Policy Approved: September 2017

Policy Reviewed: 2020

1. **PURPOSE**

1.1 The Windsor Public Library Board Mission Statement is the foundation for the provision of excellent public library service to the community of Windsor, Ontario, Canada.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. **POLICY**

3.1 *The Mission of the Windsor Public Library is to enrich our community by providing access to resources that inform and entertain.*

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



Policy Type: **Foundation**

Policy Number: **F - 2**

Policy Title: **Vision Statement**

Policy Approved: September 2017

Policy Reviewed: 2020

1. **PURPOSE**

1.1 The Windsor Public Library Board Vision Statement provides direction for the future of public library service in Windsor, Ontario, Canada.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. **POLICY**

3.1 The Windsor Public Library makes our community a better place to live, work and raise a family. The Windsor Public Library Board and staff envision a future where the library enriches the lives of all residents and where reading, learning and discovery are a part of daily life.

3.2 The Windsor Public Library Board supports the core vision of the Windsor Public Library including:

- **Equitable access, opportunity and connection to information and technology**
- **Support and protect intellectual freedom**
- **Encourage reading, discovery and lifelong learning**
- **Support literacy for all**

3.3 The Windsor Public Library Board recognizes that innovation and technology enhance customer experience, promote lifelong learning and cultivate community collaboration. Windsor Public Library strives to place new technology and innovation that promotes discovery and learning in the hands of customers and staff members.



Policy Type: **Foundation**

Policy Number: **F - 3**

Policy Title: **Values Statement**

Policy Approved: September 2017

Policy Reviewed: 2020

1. **PURPOSE**

1.1 The Windsor Public Library Board Values Statement outlines the values upon which all Windsor Public Library decisions and actions are based.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. **POLICY**

3.1 The following values guide Windsor Public Library decisions and actions:

3.1.1 **Excellent Customer Service**

- Windsor Public Library values and respects its customers, partners, volunteers and staff.
- We are committed to always providing welcoming, courteous and efficient service.

3.1.2 **Lifelong Learning and Literacy**

- Windsor Public Library values intellectual freedom, literacy and access to information for all residents.
- We believe the passion for reading and learning should be shared.

3.1.3 **Community**

- Windsor Public Library values team work, partnerships and serving the community.
- We are committed to a strong and healthy Windsor.

3.1.4 **Accountability**

- Windsor Public Library values wise planning and responsible stewardship.
- We are committed to providing efficient use of public funds and resources.

3.1.5 **Integrity**

- Windsor Public Library values direct and honest communications and actions.
- We are committed to conducting business in an ethical and transparent manner.

3.1.6 **Growth and Innovation**

- Windsor Public Library values intellectual curiosity and innovation.
- We are constantly recalibrating and capitalizing on opportunities to improve.



Policy Type: **Foundation**

Policy Number: **F - 4**

Policy Title: **Customer Service Pledge**

Policy Approved: September 2017

Policy Reviewed: 2020

1. **PURPOSE**

1.1 The Windsor Public Library Board Customer Service Pledge defines how we provide excellent customer service to the community of Windsor, Ontario, Canada.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. **POLICY**

3.1 Windsor Public Library customers are our number one priority.

3.2 The Windsor Public Library Board and staff define excellent library service as:

- a) Welcoming, courteous and efficient;
- b) Respecting our customers, partners, volunteers and peers;
- c) Engaging in timely, direct and honest communications;
- d) A balanced and diverse collection that educates and entertains;
- e) Information services that are prompt, accurate, relevant and confidential;
- f) Encouraging innovation and discovery;
- g) A community gathering place that welcomes everyone;
- h) Sharing our passion for reading, literacy and lifelong learning;
- i) Always smiling and saying thank you.



Policy Type: **Foundation**

Policy Number: **F - 5**

Policy Title: **Intellectual Freedom Policy**

Policy Approved: September 2017

Policy Reviewed: 2020

1. **PURPOSE**

1.1 The Intellectual Freedom Policy articulates the Windsor Public Library Board's support of intellectual freedom and public access to information.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. **POLICY**

3.1 The Windsor Public Library Board and staff support and advocate for intellectual freedom which is defined as "the right of every individual to both seek and receive information from all points of view without restriction."

3.2 It is the responsibility of the Windsor Public Library Board and staff to:

- a) Ensure that all customers have the fundamental right to access all expressions of knowledge, creativity and intellectual activity;
- b) Guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some individuals may consider to be unconventional, unpopular or unacceptable;
- c) Make available all of the library's public facilities and services to all individuals and groups;

d) Resist all efforts to limit the exercise of these responsibilities, while recognizing the right of criticism by individuals and groups.

3.3 The Windsor Public Library Board directs the CEO to ensure that the principles of intellectual freedom are integrated into all policies, procedures and practices.



Policy Type: **Foundation**

Policy Number: **F - 6**

Policy Title: **Material Selection Policy**

Policy Approved: September 2017

Policy Reviewed: 2020

1. PURPOSE

1.1 The Material Selection Policy outlines the principals upon which material selection decisions are made and guides staff in the selection of library materials.

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 Windsor Public Library Board recognizes and endorses the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#), [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Accessibility Standards for Customer Service](#), and the [Integrated Accessibility Standards](#).

2.3 The Windsor Public Library Board endorses the [CLA Statement on Intellectual Freedom](#), [OLA Children's Rights in the Public Library](#) and [OLA Teen Rights in the Library](#) statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. POLICY

3.1 When selecting and de-selecting material, the following criteria are considered:

- a) Clarity, accuracy and presentation;
- b) Artistic and literary merit of the work as a whole;
- c) Demand for and currency of the subject or title;
- d) Authority and significance of the author, publisher, composer, filmmaker;
- e) Other library material on the subject;
- f) Availability of the material from other libraries;
- g) Format, durability, storage requirements and ease of access;
- h) Budgetary considerations including cost per use, licensing fees.

3.2 The Windsor Public Library collection includes a variety of :

- a) Formats i.e. print, audio, video and digital;
- b) Reading, listening and viewing levels i.e. children's, ESL;

c) Languages i.e. English, French, Italian, Chinese, Arabic.

3.3 The Windsor Public Library participates in shared collections that may require restricted access i.e. CNIB Talking Books. Windsor Public Library may also control the use of material to reduce theft, damage or to ensure accessibility.

3.4 In selecting material staff use professional reviewing and assessment tools, knowledge of the collection and experience as a selector.

3.5 Suggestions for the purchase of library material are welcome and are considered for purchase using the same criteria as all selections.

3.6 No material will be excluded solely because of the; race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, marital status, political affiliation, disability, language and/or socio-economic status of the creator of the work.

4. SPECIAL COLLECTIONS

The Windsor Public Library has a large fiction and nonfiction collection in a variety of locations plus the following special collections:

4.1 Children's Collections:

Windsor Public Library provides resources for children up to age 13 in a variety of formats, languages and reading levels. Except where limited by law, children have access to all library materials. Parents and legal guardians are responsible for monitoring the access and use of library materials by their children.

4.2 Canadiana:

Special consideration is given to material with Canadian content or by Canadian authors.

4.3 Local History:

The Windsor Public Library acquires books, diaries, original manuscripts, papers, correspondence, logbooks, ledgers, municipal records, maps, drawings, photographs, pictures, newspapers and ephemera about Windsor and Essex County. The Windsor Public Library also houses the Municipal Archives which includes: tax rolls, fire maps plus the MacDonald and McCurdy papers.

The Windsor Public Library also collects:

- a) Local genealogy;
- b) Automotive history;
- c) Material written by or about Windsorites.

Local history material is acquired through donation or bequest.

The **850 Ouellette Avenue Collection:** The Windsor Public Library established a special archival collection in 2015 to accommodate large collections of rare and valuable material of local and/or national significance. These donations or bequests require:

- a) An appraisal by the Antiquarian Booksellers Association of Canada or designated equivalent;
- b) A duly authorized donation contract;
- c) A tax receipt issued by the Windsor Public Library Board.

4.4 Municipal Publications:

The Windsor Public Library acquires and maintains municipal publications and documents published by the City of Windsor.

4.5 Magazines and Newspapers:

The Windsor Public Library provides current magazines and newspapers to support the informational and recreational information needs of the community.

4.6 Textbooks:

The Windsor Public Library strives to supplement formal education and lifelong learning however does not acquire textbooks or other curriculum-related materials unless they also serve the needs of the general public.

4.7 Electronic Resources:

Windsor Public Library purchases or licenses electronic resources, including databases, e-books and other digital files.

5. DONATIONS AND BEQUESTS

5.1 The Windsor Public Library accepts the donation or bequest of books and other library appropriate material. In accepting donations or bequests, Windsor Public Library does not:

- a) Evaluate or appraise donations or bequests, except for donations to the 850 Ouellette Ave Collection;
- b) Provide tax receipts, except for donations to the 850 Ouellette Ave Collection.

5.2 The Windsor Public Library Board reserves the right to accept or deny any donations or bequests without reservation.

5.3 All donations and bequests become the property of the Windsor Public Library.

6. CHALLENGES OR COMPLAINTS ABOUT LIBRARY RESOURCES

6.1 The Windsor Public Library recognizes the right of an individual or group to reject library material for personal use, but does not accord to any individual or group the right to restrict or censor the freedom of others to make use of that same material.

6.2 Complaints or requests for the re-consideration of or withdrawal of a specific item from the Windsor Public Library collection should be directed to the CEO. Responses to these requests will be in writing and are guided by the Board's position that:

- a) People have the right to reject for themselves material of which they do not approve but they do not have the right to restrict the intellectual freedom of others;
- b) It is the right of parents and legal guardians to develop, interpret and enforce their own code of ethics upon their minor children.

7. PURCHASE RECOMMENDATIONS

7.1 A library customer may recommend a specific resource for purchase by completing the following [to recommend-a-title](#). All suggestions will be reviewed and considered using the same selection criteria as all purchased material.

8. WITHDRAWAL AND/OR REPLACEMENT OF MATERIAL

8.1 Materials are regularly assessed for their physical condition, accuracy, currency, performance within the context of the collection and relevance to library customers.

8.2 The ongoing process of withdrawal is the responsibility of the CEO. It is a formal process conducted by knowledgeable staff to maintain collection vitality, relevance size and scope.

8.3 Withdrawn library material may be discarded, recycled or sold.

8.4 The replacement of worn out library material is dependent on recurring demand, availability of the title or format and the extent to which the subject is already covered in the collection.