



Policy Type: **Foundation**

Policy Number: **F - 1**

Policy Title: **Mission Statement**

Policy Approved: November 2019

Next Review: 2023

---

## 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: November 2019

Next Review: 2023

---

## 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: November 2019

Next Review: 2023

---

## 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: November 2019

Next Review: 2023

---

## 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: November 2019  
Next Review: 2023

---

## 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](#), [IFLA Statement on Libraries and Intellectual Freedom](#), 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: November 2019

Next Review: 2023

---

## 1. **PURPOSE**

1.1 The Material Selection Policy outlines the principles 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](#), [IFLA Statement on Libraries and 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) Suitability of subject, style and reading level for intended audience;
- c) Relevance to community users;
- d) Authority and significance of the, publisher or producer;
- e) Relationship to existing collection;
- f) Availability of the material from other sources;
- g) Format, durability, storage requirements and ease of access;
- h) Purchase price and other budgetary considerations.

3.2 The Windsor Public Library collection includes a variety of :

- a) Formats e.g. print, audiovisual, large print, realia (aka "things") and digital;

- b) Reading, listening and viewing levels e.g. children's, young adults, ESL;
- c) Languages e.g. English, French, Italian, Chinese, Arabic.

3.3 The Windsor Public Library participates in shared collections that may require restricted access e.g. CELA DAISY discs.

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

3.7 Windsor Public Library does not keep, acquire, or purchase materials that the Canadian courts have found to be obscene, hate propaganda, or seditious literature.

3.8 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 Local History:**

The Windsor Public Library collects information about the history of Windsor and surrounding areas, in all formats, including books, diaries, original manuscripts, papers, correspondence, logbooks, ledgers, municipal records, maps, drawings, photographs, pictures, microform, audio-visual, newspapers, realia and ephemera about Windsor and Essex County. The Local History collection has a strong focus on genealogical resources.

**4.3 Municipal Publications:** The Windsor Public Library acquires and maintains municipal publications and documents published by the City of Windsor.

#### **4.4 Automotive Archives:**

The Windsor Public Library maintains and actively develops a collection of materials in multiple formats devoted to the history of automobile design and manufacture, with a special focus on Windsor and Detroit. This is a non-circulating collection.

#### **4.5 Windsor Authors:**

The Windsor Public Library maintains and actively develops a collection of works by Windsor authors, in acknowledgement of the area's strong literary history. This is an autographed collection and non-circulating.

#### **4.6 850 Ouellette Avenue Collection**

In 2015, the Windsor Public Library established a special local history designation to accommodate donations of rare and valuable material of local and/or national significance. Materials accepted for donation to the 850 Ouellette Avenue Collection will be acknowledged with a charitable donation tax receipt. This is a non-circulating collection.

These donations or bequests require:

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

#### **4.7 WPL Rare Book Collection**

The Windsor Public Library maintains and actively develops a collection of rare books, by a wide range of authors. These very rare books are distinguished by their early print (dated 1585-1899), unique edition or binding, or historic significance. This is a non-circulating collection.

### **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. WITHDRAWAL AND/OR REPLACEMENT OF MATERIAL**

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

7.2 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.

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

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



Policy Type: **Foundation**

Policy Number: **F - 7**

Policy Title: **Access to Information and Protection of Privacy Policy**

Policy Approved: November 2019  
Next Review: 2023

---

## 1. **PURPOSE**

1.1 The Access to Information and Protection of Privacy Policy outlines the principals to ensure that the public and staff have access to information about the operations of the library and to their own personal information held by the library in accordance with [MFIPPA](#) and that the privacy of individuals' personal information is protected.

## 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. This policy applies to all services and operations of the WPLB, its customers, volunteers and staff.

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](#), [Canadian Anti-Spam Legislation \(CASL\)](#) 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 Amending Agreement of March 21, 2017 with the City of Windsor.

## 3. **DEFINITIONS**

For the purposes of this policy:

3.1 **Disclosure** means revealing a piece of information that was intended to remain confidential.

3.2 **General records** means general information that is organized and capable of being retrieved. The records contain no personal information.

3.3 **Individuals** means members of the public, about whom the Library retains "personal information".

3.4 **Personal information** as defined by MFIPPA, means recorded or unrecorded information about an identifiable individual, including, but not limited to:

- 3.4.1 Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual,
- 3.4.2 Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
- 3.4.3 Any identifying number, symbol or other particular assigned to the individual,
- 3.4.4 The address, telephone number, fingerprints or blood type of the individual,
- 3.4.5 The personal opinions or views of the individual except if they relate to another individual,
- 3.4.6 Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
- 3.4.7 The views or opinions of another individual about the individual, and
- 3.4.8 The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

3.5 **Personal information bank** means a collection of personal information that is organized and capable of being retrieved using an individual's name or an identifying number or particular assigned to the individual.

3.6 **Record** means any record of information however recorded, whether in printed form, on film, by electronic means or otherwise, and includes:

- 3.6.1 Correspondence, a memorandum, a book, a plan, a map, a drawing, a diagram, a pictorial or graphic work, a photograph, a film, a microfilm, a sound recording, a videotape, a machine readable record, any other documentary material, regardless of physical form or characteristics, and any copy thereof, and
- 3.6.2 Subject to the regulations, any record that is capable of being produced from a machine readable record under the control of an institution by means of computer hardware and software or any other information storage equipment and technical expertise normally used by the institution.

#### **4. POLICY PURPOSE**

To ensure that Windsor Public Library protects the personal information and privacy of its library customers and staff.

#### **5. POLICY**

##### **5.1 Customer: Collection and Use of Personal Information**

5.1.1 The Windsor Public Library will state the purpose of collecting personal customer information and will obtain consent for its use with exception of consent implied by obtaining a library card.

5.1.2 The Windsor Public Library will strive to maintain updated and current personal customer information, collect only what is necessary, and establish safeguards to protect unauthorized access.

5.1.3 The Windsor Public Library will not share, use or disclose personal customer information except with the consent of the individual, through exceptions in this policy or as required by law.

5.1.4 The Windsor Public Library will ensure that all library staff and any organization that may have legitimate access to this information to provide service enforce its privacy policy.

5.1.5 Windsor Public Library customers have the right to access their personal information, provide or decline consent, maintain accuracy, request clarification or challenge practices.

5.1.6 Parents or legal guardians, who are listed as the responsible person for the child, may obtain information about their child's account until they turn 16 years.

5.1.7 The Windsor Public Library will ensure that the collection, storage and disposal of information are carried out in a manner that conforms to legislation.

5.1.8 Questions regarding the collection and use of personal information can be directed to the CEO of the Windsor Public Library.

##### **5.2 Library Card Privacy**

5.2.1 Obtaining a library card implies the individual's consent to authorize the library to collect personal information for the purpose of conducting the library's business, which may include fines, holds, overdue notices, fundraising and programs. The possession of a library card, overdue notice or collection letter by another person implies written consent for the holder to pay fines or pick up materials on behalf of the card owner but does not allow access to any personal records. Individuals can provide consent for another person to access their records by signing a consent form. Any individual may choose not to allow the collection of their personal

information, although such an action may affect their ability to use the affected library services.

5.2.2 The Windsor Public Library will ensure that the collection, storage and disposal of information is carried out in a manner that conforms to legislation.

5.2.3 Customers should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and to protect their information.

### **5.3 Staff: Collection and Use of Information**

5.3.1 The Windsor Public Library will not collect any personal staff information without obtaining consent to do so, subject to the exceptions as outlined in Sections 29(1) and 52 of MFIPPA and Sections 4(1) and (2) of the general regulations made under MFIPPA. Personal information that is collected will be limited to what is necessary for the appointment and management of staff and the administration of staff wages, salaries and benefits.

5.3.2 Personal staff information will only be used for the purpose for which it was collected.

5.3.3 Disclosure of Information: The Windsor Public Library will not disclose personal staff information to any third party without obtaining consent to do so, subject to exemptions as provided in MFIPPA Section 32. Other situations where the Library will disclose personal information include:

- a) To third party service providers for the purpose of administering employee services or benefits.
- b) With written permission from the staff member concerned, the Library will provide reference checks and confirmation of employment with the Library, including wage and salary rate information, to third parties.

5.3.4 The Windsor Public Library will ensure that the collection, storage and disposal of information is carried out in a manner that conforms to legislation.

### **5.4 Electronic Messages under Canada's Anti-Spam Legislation.**

5.4.1 All electronic messaging sent by the Windsor Public Library will be consistent with Canada's Anti-Spam Legislation (CASL).

5.4.2 The Windsor Public Library will ensure that all electronic messages clearly identify the subject of the communication, the sender Windsor Public Library, the library's mail address and contact information, and the way that an individual may "unsubscribe" from receiving further messages.



5.4.3 The Windsor Public Library may use electronic communication channels to promote services, share information, or announce special events. The Library will provide an opportunity for individuals to sign up to receive such specific notifications, and will seek the individual's consent before sending promotional electronic messages and notifications. The Library will provide options to unsubscribe from these services or to change their preferences at any time.