

Policy Type: **Operational**

Policy Number: **O-11**

Policy Title: **Library Services Policy**

Policy Reviewed: November 2021

Effective: January 2022 - December 2024

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* as amended 2019, CH14, Sched.12, provides governance and management of public library services in Windsor, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 The Windsor Public Library Board endorses the *CLA Statement on Intellectual Freedom* and takes no position on the views, ideas, or opinions expressed.

2.3 The Library Services Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

Windsor Public Library 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.”

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

2.4 This policy applies to all employees, volunteers and agents.

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”

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3.2.3 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 Windsor Public Library strives to provide information services that are prompt, accurate, unbiased and confidential to all.
- 3.4.2 Windsor Public Library endeavors to supply the highest level of professional expertise in facilitating access to information.
- 3.4.3 Windsor Public Library employees facilitate access to information however do not offer any interpretation of information.
- 3.4.4 The Windsor Public Library 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 Windsor Public Library.

3.5 Local History Services

- 3.5.1 The mission of the Windsor Public Library 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 Windsor Public Library provides access to public computers and the internet at all locations.
- 3.6.2 The Windsor Public Library Board does not endorse or sanction the content or point of view of any information or commentary, which may be accessed via Windsor Public Library public computers.

3.7 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 Windsor Public Library Accessibility Policy.

3.8 Technology Services

- 3.8.1 Windsor Public Library strives to enrich the community by providing access to a wide range of innovative technologies from which customers can discover and learn.
- 3.8.2 Access to Windsor Public Library technologies are open to all Windsor Public Library members; however, fees may be applicable for some services.

3.9 Teen / Young Adult Services

- 3.9.1 Windsor Public Library provides resources for teens / young adults in a variety of formats, languages and reading levels.
- 3.9.2 Except where limited by law, teens / young adults have access to all library materials.