

**Board Meeting Agenda**  
**Thursday, October 3, 2024**  
**4:30 pm – 350 City Hall Square W – Room 140**

**1. Call to Order**

Reading of Land Acknowledgment

*We [I] acknowledge that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. The Windsor Public Library honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.*

**2. Disclosure of Pecuniary Interest**

**3. Minutes**

3.1 Adoption of the minutes of the meeting held August 13, 2024

**4. Communications**

4.1 Media, Letters and Emails

4.2 Usage Statistics for August 2024

**5. Presentations/Delegations**

**6. Administrative Reports**

6.1 Marketing verbal update – Library Month

6.2 Financial Report as at August 31, 2024

6.3 Triennial Policy Review – Operational Policies – in Principle

**7. New Business**

**8. In Camera – agenda attached**

**9. Next Meeting**

Tuesday, November 19, 2024, at 4:30 o'clock p.m.

350 City Hall Square W – Room 204

**10. Adjournment**

**Board Meeting Minutes  
Tuesday, August 13, 2024  
350 City Hall Square West – Room 204**

A meeting of the Windsor Public Library Board is held this day commencing at 4:30 o'clock p.m. in Room 204, 350 City Hall Square West, there being present the following members:

Councillor Mark McKenzie, Chair  
Councillor Kieran McKenzie, Vice Chair  
Councillor Renaldo Agostino  
John Coleman  
Massimo De Menech  
Delia Greco  
Marko Jovanovic

***Also present are the following from Administration:***

Ray Mensour, Commissioner, Community & Corporate Services  
Michael Chantler, CEO (A)  
Tracy McManus, Manager Operations  
Christine Rideout-Arkell, Manager of Public Services, System-Wide Services  
Leisa Pieczonka, Manager of Public Services – Branches  
Rachel Chesterfield, Manager of Financial Accounting  
Daryl Hermann, Supervisor of Facilities  
Dan Seguin, Deputy Treasurer, Financial Accounting  
Karen Kadour, Committee Coordinator, Council Services

***Delegates present speaking to Item 6.1:***

Katie Vlanich, President CUPE 2067  
Adam Peltier  
Wendy Nancoo  
Kristin Raymond  
Katie Reynolds  
Annie Rosella  
Kathy Moreland  
Ostoto Petahtegoose  
Helena MacKenzie  
Lindsay Fish  
Melissa Baldock – submitted a letter  
Heather Touma (late delegation)  
Sarah Oszter (late delegation)

**1. Call to Order**

The Chair calls the meeting to order at 4:32 o'clock p.m. and the Windsor Public Library Board considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

## **2. Disclosure of Pecuniary Interest**

None disclosed.

## **3. Adoption of the Minutes**

### **3.1 Regular Meeting Minutes**

Moved by: Councillor Kieran McKenize

Seconded by: Massimo De Menech

#### **Decision Number: WPL 28/2024**

That the minutes of the Windsor Public Library Board of its meeting held June 18, 2024 **BE ADOPTED** as presented.

### **3.2 In-Camera Meeting Minutes**

Moved by: Councillor Kieran McKenize

Seconded by: Massimo De Menech

#### **Decision Number: WPL 29/2024**

That the In-Camera minutes of the Windsor Public Library Board of its meeting held June 18, 2024 **BE ADOPTED** as presented.

### **3.3 Special In-Camera Meeting Minutes**

Moved by: Councillor Kieran McKenize

Seconded by: Massimo De Menech

#### **Decision Number: WPL 30/2024**

That the In-Camera minutes of the Special meeting of the Windsor Public Library Board of its meeting held July 4, 2024 **BE ADOPTED** as presented.  
Carried.

## **4. Communications**

### **4.1 Media communications, letters and emails**

The Chair provides an overview of the Media communications, letters and e-mails received including the Day-Use Passes available at various Ontario public libraries where folks can visit Ontario Parks for free this summer.

Moved by: Councillor Renaldo Agostino

Seconded by: Marko Jovanovic

#### **Decision Number: WPL 31/2024**

That the Media communications, letters and e-mails received **BE NOTED AND FILED**.  
Carried.

## 4.2 Usage Statistics for July 2024

Moved by: Councillor Kieran McKenzie

Seconded by: John Coleman

### Decision Number: WPL 32/2024

That the Usage Statistics for July 2024 **BE RECEIVED** for information.

Carried.

## 5. Presentations and Delegations

See Item 6.1: 2025 Hours of Operation

## 6. Administrative Reports

### 6.1 2025 Hours of Operation

Michael Chantler advises, as directed by the Board, Sunday service has been added to the service during the week which would begin January 1, 2025. Several different factors were considered in putting this together. Obviously, the addition of the hours on Sunday and then giving equality to all of the library branches while still allowing for the daytime programs to occur and later evening programming. The schedule noted in the report details a starting point for discussions today. Certainly, no one schedule will satisfy everyone; they try to be everything to everyone and all of the user groups and the different demographics.

**Kathy Moreland** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Present as a concerned citizen, is a retired Registered Nurse and the current President of the Registered Nurses Association of Ontario for Windsor-Essex.
- Hoping the Board votes no to changing these hours and is present to represent the marginalized populations of this city.
- Libraries are a connection for these marginalized citizens; are a safe haven for our homeless, place to use public washrooms and avoid harassment for loitering in other business places and having access to the internet and communications with other people to try to find jobs and resources. Also, a place of belonging for our immigrant population
- Refers to “equity versus equality”. Equality means the even distribution of resources and equity is the distribution of resources based on need, not on what is fair.
- The decision to cut weekday hours would affect low-income families, homeless and disabled persons and new immigrants.
- It does not make sense to increase Sunday hours at all branches by cutting weekday hours at:
  - Branches in areas with the highest poverty levels
  - Branches in areas in closest proximity to services for our homeless and most physically and mentally vulnerable individuals
  - Branches in areas having the greatest density of new immigrants.
- Our marginalized are the people that use the library every single day.

**Katie Vlanich**, appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is a Librarian at Windsor Public Library, has a Master's Degree in Library and Information Science and is the President of CUPE 2067.1 representing the workers of Windsor Public Library.
- The Sunday expansion comes at a cost of hours of access throughout the rest of the week. The proposed hours decrease the hours per week where a library is accessible for public use with actual service time decreasing 488 hours over the course of a year which amounts to 14% of accessible hours.
- The difference between operational and accessible hours is dramatic and equalizing hours does not mean equity for communities who use our libraries differently.
- Currently on Monday through Thursday in the winter, Windsor residents have access to a library for 12 hours per day and on Monday through Wednesday their Budimir and Riverside branches from 10:00 a.m. to 9:00 p.m.
- Under the new hours, every branch will only be accessible for 8 hours a day.
- Their circulation and internet statistics show that 9:00 a.m. to 12:00 p.m. have consistently high stats yet two days a week all their branches will be closed at that time.
- Given the minimal staffing in this proposal, programming will be affected.
- What they see with this proposed schedule is net negative particularly regarding service and accessibility for the public.

**Adam Peltier** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is a Team Leader at Windsor Public Library, Central Branch.
- The proposed operating schedule will negatively impact the community of Windsor. The first major impact will be programming. Implementing the proposed schedule will impact successful programs that draw in high numbers and dedicated users.
- One of their major attractions are class visits held on Monday and Wednesday mornings. Key hours which would be eliminated with this proposed schedule. To date in 2024, there have been 7,047 children visit Windsor Public Library facilities for class visits. He adds that programming statistics indicate that 819 of those students visited during the hours proposed to be closed which is 11% of the total number of children visiting the library.
- Hourly usage statistics show high location usage and circulation figures during the hours proposed to be closed: Mondays and Wednesdays from 10:00a.m. to 12:00p.m.
- In terms of the proposed Sunday hours from 10:00 a.m. to 6:00 p.m., this will be an issue due to reduced or no bus service on Sundays.

**Wendy Nancoo** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is a Public Service Librarian at the Central Branch.
- In May of 2018, families in downtown Windsor suffered a devastating loss when the Central Library building was sold. Many of the neighbouring residents including

- seniors who lived next door to the library, young families, students, and newcomers to Windsor worried they would be left without a public library in the downtown area.
- This meant the loss of free access to books, computers, the internet, and quiet places for study as well as programs for children, teens and adults.
  - On February 2020, the library opened at its current location but within a month of operating, were forced to close due to COVID 19. However, during this time, the library remained open and committed to serving our community providing curbside pickup and on-line services that allowed our patrons to stay connected to their library.
  - One of the most successful programs at the Central Branch is “Let’s Talk English”. Because of the great success of this program, the library has extended it in several ways. It is offered at other branches on different days of the week, at different times of the day and even have an on-line version meaning that there is an opportunity to join different groups with whom to practice.
  - The flattening of hours across all branches means those opportunities to offer the program on a flexible basis will likely be rendered impossible.
  - One of the most vital elements of this program lies in its ability to help newcomers connect and become grounded in their new home.

**Kristin Raymond** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is the Adult Literacy Coordinator at Windsor Public Library.
- One of the major keystones of the program is their ability to work with our amazing volunteers, program participants and community branch at the library.
- The fact that they can visit any library generally four days a week open in the morning and a little later at night has allowed them to have participants in this program.
- The program itself provides employment skills training, basic reading and writing and moving those accessible hours will directly impact their learners, their ability to acquire and keep volunteers as they can only come on a Monday night for example.
- Limiting the statistics will directly negatively impact their finances and their ability to provide programming, instructors and the program itself.
- The proposed hours would directly and negatively impact the program and many people.

**Kate Reynolds** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Has joyfully served our community through the Windsor Public Library for 15 years.
- At the height of the pandemic, presented over 200 live stream story times.
- This WPL success story would not have been possible under the proposed hours because the library would not be open on Monday or Wednesday mornings.
- She is based out of the Riverside Library where the proposed hours represent substantial cuts to their service. They run these hours every summer Monday to Thursday and field constant complaints. When they open at noon, folks are confused and upset.
- People rely on the library as a study space in the evenings and a neutral location for tutors to meet with their students.

- This proposal turns a part-time challenge into a full-time problem.
- Does it make sense to make year-round system-wide cuts for something that has not been attempted even once even for one weekend at a single location.

**Annie Rosella** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is a retired elementary teacher. For many of the children that she taught, the local library was a great escape.
- If this proposal is supported, there will be no library visit on Monday and Wednesday mornings.
- It is not just our elementary and secondary schools who visit the library. Services like WEST also have classes of new Canadians that visit and tour the libraries, especially the Central Branch.
- There is a very real and substantive difference between access hours and operational hours.
- The City of Windsor has realized that dynamic and varied schedules need to be offered to the public to access many services.
- Expresses concern that public consultation was not undertaken.
- This proposal will bring far reaching and negative impacts.

**Ostoro Petahtegoose** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- The hours that are currently available are accessible hours.
- Extending the Sunday hours would be a good idea, but in looking at the hours that are currently proposed, there are some issues.
- If students have a problem in getting to the library and it is closed after getting out of class, (often classes run to 10:00 p.m.) it makes it difficult to access the resources.
- As an unhoused person, the library offers heating and cooling.
- Does not agree with these proposed hours and making Sunday hours a priority over the other hours.

As **Melissa Baldock** is not able to attend in person the following summary of remarks noted in her letter are provided as follows:

- By changing the hours to be the same at all branches across the City of Windsor, it will greatly impact the accessibility to the library for her family.
- If branches close at 6:00 p.m., her family's window for access will be taken away as they will no longer be able to attend activities in the evenings.
- She wants to ensure programs such as the Book Buddy Program is still accessible.
- She is a team lead for the VON SMART Exercise and Fall Prevention Program for seniors and notes they have a partnership with the Windsor Public Library.
- They have been given space to run exercise classes out of two branches. With the proposed changes to the hours at the libraries, their program may be impacted.
- She requests that the Windsor Public Library reconsider the proposed hour changes.

**Helena Mackenzie** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Offers a transit users perspective on the proposed changes to the operating hours.
- Lives in the west end and regularly takes her three young children to John Muir and Bridgeview on the bus.
- Is concerned on how difficult it will be to get to the library on Sundays as the Sunday bus schedule is much less frequent than the weekday schedule.
- The 1C drops from once every 10 minutes to once every 40 minutes which is time consuming and inconvenient and most people who take the bus regularly avoid taking the bus on Sundays.
- If the proposed reduction of weekday hours and the expansion of Sunday hours is adopted, she still will not be able to take her children to the library on Sundays.
- They would experience a net loss of library access.
- Is aware that the Windsor Public Library Board has no control over the bus schedules and given that the bus schedule is not projected to improve.
- The Board's Governance Policy states that the Board supports universal and equitable access. Emphasizing the new Sunday hours at the expense of existing weekday hours is a direct conflict with the effort to create universal and equitable access for transit using patrons.

**Lindsay Fish** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is a member of the public, lives in the downtown core and is a person with a disability.
- Libraries are a unique public service as they thrive on access.
- Public services are typically provided with opening hours from 8:30 a.m. to 4:30 p.m. or 9:00 a.m. to 5:00 p.m.
- Libraries offer programs and services for the community that necessarily occur outside of the typical school day or workday as there is a call for services outside of those hours.
- Is a Transit Windsor user. A patron must be able to transport themselves and/or their children to the library to use it.
- The library is a quiet, safe, temperature-controlled space to be able to learn, to do and to heal away from the chaos and triggers of life outside the library.
- The proposed schedule has all branches open on Sunday even when there is no public transit access to some of those branches on those days.
- This rigid schedule all but guarantees librarians will be unable to maintain a work life balance that works for them and their families.

Moved by: Councillor Kieran McKenzie

Seconded by: Massimo De Menech

That **APPROVAL BE GIVEN** to allow Heather Touma and Sarah Oszter, late delegations to speak to the Windsor Public Library board 2025 Hours of Operation Report.

Carried.



**Heather Touma** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- Is the Club Coordinator of the Windsor Rainbow Sports Club, which is an inclusive, accessible club.
- All their registration is done online so oftentimes they print waivers at the library.
- As the libraries are on summer hours, was not able to access the printer.
- The proposed library hours might be inhibiting access to a whole group of people
- Before these decisions are made, the Board should ask and listen.

**Sarah Oszter** appears before the Windsor Public Library Board and provides the following comments as it relates to the 2025 Hours of Operation Report:

- As a support worker she works with 11 individuals and visiting the library has greatly helped 5 of these folks.
- By reducing the hours, this will affect some of the programs offered at the libraries, so visiting the library on Monday and Wednesday from 10 a.m. to 12 p.m. will not be possible due to the new hours.

Councillor Kieran McKenzie thanks the delegations for all this feedback and adds that the discussion will continue. He asks Administration when the last time was the library service hours were changed. Administration responds the library service hours were changed in 2019.

Councillor Kieran McKenzie refers to the point made regarding “competing against ourselves” He asks if there are instances where programs are being run concurrently. Michael Chantler responds they would try not to do this as to not cannibalize our own programs. He adds they could run two programs at two different branches, i.e. knitting program or scrabble group but most likely would not do this as the intent is to increase the number of people attending the programming.

Councillor Kieran McKenzie asks when do school groups typically arrive when they come to the library. Sue Perry responds from 9:45 a.m. to 4:00 p.m. (Central Branch). She adds that it is anytime that they can fit this into their schedule.

In response to a question asked by Councillor Kieran McKenzie regarding the Transit Windsor service, Michael Chantler advises that Transit Windsor operates approximately 75% of their schedule on Saturdays and the Sundays are at 65%, He states in the last conversation with Transit Windsor they are transitioning to 75%.

Councillor Kieran McKenzie questions how this proposal came to be and what are the things that we could consider in terms of the hours. Michael Chantler responds that the number one thing is the fiscal constraint of trying to acquire Sunday service without affecting the budget. In addition to that, they were constrained by their Agreement which states that their employees have a 35-hour 5-day work week (8 hours a day). The Sunday service was a huge discussion regarding what is it going to look like; will we have busy mornings and once they run these hours there may be a different conversation a year from now. Councillor Kieran McKenzie

questions if the Sunday service being offered is a success. Michael responds affirmatively and looking at the usage reports Sunday is very busy.

John Coleman asks how we balance the negatives and match that up with opportunities for improved services. Michael Chantler responds when we go from no Sunday service to 8 hours on Sundays, this opens the opportunity for people to utilize the facilities and to experience the programming which is a positive. But in order to do this, the hours had to be adjusted elsewhere. The benefit will be the public will have another service that they can use.

Delia Greco thanks all those who came to speak as it is very helpful to understand impact and context under which they are working. She refers to Item 6.5 - "2023 Hourly and Day of Week Usage" in particular, the analysis talks about circulation and public internet usage, and expresses concern there is a lot of data that is not captured. She asks if the data regarding people going to the library but not actually taking out a book is available along with how many people are using the resources. Michael Chantler responds that they have a gate count that tracks everyone who walks into the building, however, it has limitations it also captures staff as they walk in, the security guard, and the police if they are called. He adds that the gate count data is not included in this report. Christine Rideout-Arkell remarks that the gate count is not accurate.

Delia Greco advises that she is looking to get an understanding of the impact, i.e. what programming is no longer happening at each branch every day of the week because of the changes. She adds that the most notable changes are occurring from Monday to Thursday and asks what programming is no longer happening. In terms of the fiscal restraint, there is information about no net impact, so if they are adding service is there a reason why there would not be a net impact. Michael Chantler responds the Board directed to achieve this change at a net zero impact. The challenge will be moving their programming around and to find the opportunities regarding where they are going to move those groups.

Councillor Renaldo Agostino remarks that he receives approximately 5 to 6 calls a month from people complaining about the unhoused that are seeking refuge in the Central Branch. He indicates he has advocated for extended hours at H4 and internet usage for people at H4. Michael Chantler states the computers will be up and running by January 1, 2025.

In response to a question asked by Councillor Renaldo Agostino regarding if any supports are offered as it relates to mental health for people who are unhoused, Michael Chantler responds that these matters are referred to another organization that can assist them. Michael Chantler adds that as long as these folks are not sleeping or disruptive, they are allowed to stay at the library.

Councillor Renaldo Agostino remarks he has heard in the media that the library will be losing net hours but will be adding an extra day of service. Michael Chantler responds that once the hours are adjusted, there will be more hours – significantly more when compared with the summer and even more hours than the current winter schedule.

Marko Jovanovic asks if he is correct in stating that the Provincial contribution to the Windsor Public Library system has not increased in the past 10 years. He asks if the Province would

have adjusted their financial support for us, would we be able to add Sundays without necessarily shifting hours of operation during the week. Michael Chantler responds that for the last 10 years if the Province had been providing more assistance, that would certainly have changed the landscape. Marko Jovanovic questions if this request can be asked of the Province on an annual basis? Michael Chantler responds that there are lobbyists that work on behalf of the Library Associations.

The Chair alludes to programming that may be discontinued due to these changes and times and asks will there be an opportunity for Parks and Recreation to step up and perhaps relocate to a community centre. Ray Mensour responds that they currently have staffing at their community centres and would be able to accommodate or add some programming at certain centres. He asks if the community centres have been utilized in the past as warming or cooling places, Ray Mensour responds that Press Releases are put out every year to remind people that they do have that option to come into any community centre.

Councillor Kieran McKenzie questions if it is possible for a library program to be delivered in a facility that is not a bricks and mortar library branch. Michael Chantler responds that this is being done now and that they use other facilities; essentially it is their staff delivering a program elsewhere.

Moved by: Councillor Kieran McKenzie  
Seconded by: Councillor Renaldo Agostino

**Decision Number: WPL 33/2024**

That the Windsor Public Library **APPROVES** the proposed 2025 schedule for hours of operation of the various branches of the Windsor Public Library; and further,

That the Windsor Public Library Board **APPROVES** holiday hours of 9:00 a.m. – 5:00 p.m. for regular operating days during the two-week, winter holiday period in 2024.

That Administration **REPORT BACK** on the impact of the usage programming and access after six months and one year to the library system as a result of the proposed changes; and,

That there be **ONGOING CONSULTATIONS** with Transit Windsor in an effort to work towards further aligning the services with the proposed changes to the Windsor Public Library schedule.

Carried.  
Delia Greco voting nay.

The Chair remarks that the hours will increase from 524 in the winter to 490 in the summer and 560 all year round along with a 5% budget increase. He adds that the public at Ward Meetings have requested that the library be open on Sundays.

**6.2 2025 – 2034 Capital Budget and WPL Reserve Fund and 2025 Plan**

Moved by: Councillor Kieran McKenzie  
Seconded by: Councillor Renaldo Agostino

**Decision Number: WPL 34/2024**

That the Windsor Public Library Board **APPROVE** the proposed 2025 WPL Capital Budget Request of \$446,000 and the 2025-2034 Capital Budget Plan of \$2,976,000 as presented.

That the Windsor Public Library Board **APPROVE** in principle the proposed 2025-2034 Capital Budget Report as presented and refer it to the City of Windsor.

That the Windsor Public Library Board **APPROVE** the proposed 2025 WPL Reserve Fund Expenditure Plan as presented.

Carried.

**6.3 2025 Proposed Operating Budget Report**

Moved by: Councillor Kieran McKenzie

Seconded by: Massimo De Menech

**Decision Number: WPL 35/2024**

That the Windsor Public Library Board **APPROVE** the 2025 Proposed Operating Budget of \$9,526,043 including all noted net zero impact budget items, which reflects a \$457,615 or a 5.05% increase over 2024.

Carried.

**6.4 Financial Report as at July 31, 2024**

Moved by: Councillor Kieran McKenzie

Seconded by: John Coleman

**Decision Number: WPL 36/2024**

That the report of the Manager of Financial Accounting dated August 6, 2024 entitled "Financial Report as at July 31, 2024" **BE RECEIVED** as presented.

Carried.

**6.5 2023 Hourly and Day of Week Usage**

Councillor Kieran McKenzie refers to the high internet usage at Budimir Branch and asks Administration to expand on this matter. He notes that the greatest usage is between 11 a.m. to 12 p.m. and 5 p.m. to 6 p.m. Christine Rideout-Arkell responds that there are many people that arrive at Budimir when the doors open. She proposes looking at their gate counters.

Councillor Kieran McKenzie requests a report back on the logistics of providing an hourly count and if this will entail a capital budget investment, can it come out of the development charges and would it be an eligible expense. Dan Seguin responds that it would be an eligible expense.

Michael Chantler advises that some of the metrics that other libraries are utilizing can be added to the report.

Councillor Renaldo Agostino asks for an explanation of the gate count. Christine Rideout-Arkell responds that she can log in, run an hourly report for the gate count for all of the

branches and oftentimes it works and at times does not. Michael Chantler states that they receive a total by not by the hour.

Councillor Renaldo Agostino asks if there has been a concern from Fire in terms of the number of people in a building. Michael Chantler responds that they have never been at capacity at the branches.

The Chair asks if there is an opportunity to begin using AI at some of their branches which may provide more accurate numbers.

Moved by: Councillor Kieran McKenzie

Seconded by: Delia Greco

**Decision Number: WPL 37/2024**

That the report of the Manager of Public Service, dated August 6, 2024, entitled “2023 Hourly and Day of Week Usage” **BE RECEIVED** as presented; and further,

That Administration **BE REQUESTED** to provide a report back around opportunities to improve the gate counts in real time and, also to report back on best practices with respect to library usage statistics in other libraries.

Carried.

**6.6 Fine-Free Assessment 2024**

Christine Rideout-Arkeil indicates that in August 2023, the WPL Board voted to go fine-free. In November 2023, the Board approved the implementation of measures to ensure the timely return of library materials. She adds that it may be premature to make comparisons and indicates that they will measure the benefits. She notes they are experiencing the highest in numbers since 2019, regarding the renewal of members and the circulation. In looking at potential drawbacks, some individuals have concerns that in going fine free they will have to wait for books as people may not return them.

Moved by: Councillor Kieran McKenzie

Seconded by: Marko Jovanovich

**Decision Number: WPL 38/2024**

That the report of the Manager of Public Services dated August 6, 2024 entitled “Fine Free Assessment 2024” **BE RECEIVED** as presented; and

That the Windsor Public Library Board **APPROVE** a Fine-Free Assessment Report be produced and presented to the WPLB on an annual basis; and further,

That a progress report **BE PROVIDED** to the Windsor Public Library Board after a full year of implementation.

Carried.

**6.7 Facility Update RE: Public Drinking Fountains & Bottle Fill Stations**

Moved by: Massimo De Menech

Seconded by: Councillor Kieran McKenzie

**Decision Number: WPL 39/2024**

That the report of the Supervisor of Facilities dated August 6, 2024, entitled "Facility Update RE: Public Drinking Fountains & Bottle Fill Stations" **BE RECEIVED** as presented.  
Carried.

**6.8 Human Resources Report – Update**

Moved by: Councillor Renaldo Agostino  
Seconded by: Delia Greco

**Decision Number: WPL 40/2024**

That the WPL Board **APPROVE** extending the same increase to benefits to WPL's Non-Union Administrative employees that were negotiated for CUPE 2067.1 employees for the 2024-2026 Collective Agreement.  
Carried.

**7. New Business**

None.

**8. In Camera**

None.

**9. Date of Next Meeting**

The next meeting will be held on Tuesday, September 24, 2024 at 4:30 o'clock p.m. in room 204, 350 City Hall Square West.

**10. Adjournment**

There being no further business, the meeting is adjourned at 6:45 o'clock p.m.

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Councillor Mark McKenzie  
Windsor Public Library Board Chair

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Michael Chantler  
CEO (A), Windsor Public Library

Windsor Public Library Board  
**Media, Letters and Emails**  
Thursday, September 26, 2024

**Media**

- [Art Windsor-Essex launches after-school art program in west Windsor](#) – AM800, September 22, 2024
- [Windsor Public Library switching to winter hours](#) – CTV News, September 13, 2024
- [Windsor library staff face violence and harassment as downtown issues spill in](#) – CTV News, August 28, 2024
- [Library workers punched, spat on as security incidents rise, data shows](#) – CBC News, August 23, 2024
- [Violence on the rise in Canada's libraries](#) – CBC News, August 23, 2024
- [Windsor libraries adding Sunday hours, despite warnings of less weekday access](#) – Windsor Star, August 15, 2024
- [WPL board approves new schedule](#) – Windsor Star, August 14, 2024
- [Library administration proposes \\$457k increase to WPL 2025 operating budget](#) – AM800 News, August 12, 2024
- [Changes coming to Windsor Public Library branch hours pending board approval](#) – AM800 News, August 10, 2024
- [Library board to consider 5% budget increase, new Sunday schedules](#) – CBC News, August 9, 2024

## Letters and Emails

**From:**

**Sent:** Monday, August 26, 2024 9:20 AM

**To:** Chantler, Michael <[mchantler@citywindsor.ca](mailto:mchantler@citywindsor.ca)>

**Subject:** WINDSOR PUBLIC LIBRARY - HOURS OF OPERATION

Mr. Michael Chantler, Acting Windsor Public Library CEO

I attended the August 13th Library Board meeting. The proposal to change library hours to accommodate enhanced Sunday opening was presented, discussed, and voted upon. As a library user and tax payer, I do not support the Library Board's decision to change library hours. Equally disconcerting is the process or lack thereof that led to this outcome.

Several salient questions have been asked without a reasonable, if any, response. They are: 1. What was the impetus for expanded Sunday hours?; 2. Where is the data to justify the Library Board's recommendation and ultimate decision?; 3. If a survey was conducted, who participated?; 4. Was a "needs assessment" conducted for the branches where hours will be reduced?

Devoid of empirical evidence to support this "plan", the outcome does not place library service users' needs first. Increased Sunday hours does not translate into improved services. Specific to Budimir, Riverside, and Central, library programming and community usage will be reduced. The library system will be negatively impacted and, by extension, the Windsor community.

Libraries are the "community hub"; providing essential services to Windsor residents.

As a stakeholder, I submit the Library Board ought to set aside its decision and conduct a formal assessment of the Sunday hours plan. A thoughtful process engaging a representative cross-section of the community and transparency will serve to validate the outcome.

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**From:**

**Sent:** Friday, August 23, 2024 9:18 AM

**To:** Chantler, Michael <[mchantler@citywindsor.ca](mailto:mchantler@citywindsor.ca)>

**Subject:** Re: Letter Regarding the Library System

Hi,

I really want to thank you for this email, it comes off very personal and that you care about the issue. There are some good parts of this as you mentioned with the library being available more outside working hours. I am still really concerned but I will give the system a chance. I will provide my feedback at the next meeting in 6 months or so.

Thank you for your time in this matter. It is greatly appreciated :)

Regards,

On Thu, Aug 22, 2024 at 1:19 PM Chantler, Michael <[mchantler@citywindsor.ca](mailto:mchantler@citywindsor.ca)> wrote:

Hi Mr. ,

Thank you for your thoughtful letter regarding the upcoming changes to the library hours throughout the City of Windsor. Change is rarely easy and at times can feel disruptive. I hope you will consider that in January we will be open 8 hours every Sunday at branches all across the city. This was done to assist people by providing more times/days when they can access the library. In addition, these added opportunities to visit the library are strategic - when people might not be at work and their children are not in school. The new schedule also offers some consistency to a schedule that generated complaints about being "all over the place" and very inconsistent as it changed multiple times per year.

I realize that the adjustment to these hours may benefit people some days and be challenging other days, depending on individual schedules. Our hope is that with more hours added throughout the entire week, and uniformity in the schedules, this will be beneficial to the vast majority of people. Once adjusted to the new schedule, we trust everyone will find time in their schedule to use, support and benefit from their public library system. We will be interested to hear public comments when we review the new hours at 6 and 12 months after the 2025 schedule is implemented. I hope you will share your feedback at that time as well.

Thank you for continuing to support our library with your family,

Michael

**MICHAEL CHANTLER**

Chief Executive Officer (A)



185 Ouellette Ave / Windsor, ON / N9A 4H7

**From:**

**Sent:** Tuesday, August 20, 2024 10:03 AM

**To:** Chantler, Michael <[mchantler@citywindsor.ca](mailto:mchantler@citywindsor.ca)>

**Subject:** Letter Regarding the Library System

Good morning,

Please see my attached letter concerning the library system.

To whom it may concern

My name is \_\_\_\_\_ and have been a resident of Riverside in Windsor for 4-years. I'm writing this letter as I am concerned about the reduction of hours to the Riverside library branch and my ability to continue having the same level of access to the City's library system. I'm a professor at \_\_\_\_\_ where I teach Data Visualization and Communication with an educational background that is accredited by the American Library Association. I believe this gives me a unique perspective on these issues.

The plan to align the libraries on the same operating schedule does not help from a service delivery perspective. Having libraries that run at different times allow for flexibility in access to them. I frequently use the library as a quiet space (I have a 6-year-old at home) to work on my lectures for my students. With the current system, if my home branch is closing earlier (or not opening until later), I can attend another branch. With the new system, that will be impossible and reduce my access to the library system.

As I frequent Riverside Library the most, please do not cut the hours from that branch. I rely on the branch too much. I really don't want to see any cuts to the library at all. As a single father, I also rely on the library to save money. My son has an appetite for books, and I cannot afford to buy new books all the time like I used to be able to. We go to the library together, pick 5-6 books and read them together throughout the week. I also want to highlight that as a parent, screentime is a huge challenge for kids in general, having access to physical media is important.

Feel free to reach out to me if you have any questions, thanks for your time and consideration.

Sincerely,

**Service Request Summary Report**

Printed Date : Aug 22, 2024 11:37:22 AM

<b>Type:</b> Employee/Dept SF - Community Services	<b>SR #:</b>
<b>Area:</b> -	<b>Priority:</b> Standard
<b>Group:</b> Community Services	<b>Status:</b> Open
<b>Jurisdiction:</b> City of Windsor	<b>Status Date:</b> Aug 22, 2024 11:23:20 AM
<b>Input By:</b>	<b>Created Date:</b> Aug 22, 2024 11:23:20 AM
<b>Method</b> Phone	<b>Overdue on:</b> Sep 2, 2024 11:23:20 AM
<b>Received:</b>	
<b>Location:</b>	
<b>Location Details:</b>	

**SR Comments:** Caller states the Library hours are very confusing. One day is one time and the next day is a different time and different at different locations. Caller would like all the hours to be the same at every Library every day. Caller has a friend that uses the Library and he says the same thing too.

Flex Notes	
Flex Note Question	Flex Note Answer
Feedback Type:	Suggestion
What address or location did this occur?	Central Library
What was the date of the incident?	AUG 20, 2024
What was the time of the incident?	09:00
Do you know the employee's name and/or department?	n/a
Do you know the vehicle license #?	n/a
Do you know the vehicle #?	n/a
WHAT AREA DOES THE SR FALL UNDER?	Library
<i>Channel of Service</i>	<i>Phone</i>
<i>Interaction - SRs created</i>	
<i>Interaction - Begin Date</i>	<i>Aug 22, 2024</i>
<i>Interaction - Begin Time</i>	<i>11:13:26</i>
<i>Interaction - End Date</i>	<i>Aug 22, 2024</i>
<i>Interaction - End Time</i>	<i>11:22:02</i>

Participants				
Participant Type	Participant Name	Address	Email	Phones/Extension
Caller				

Activities				
Activities	Assigned Staff	Due Date	Completed Date	Outcome
Email Notification to Community Services		Aug 22, 2024 11:23:20 AM		

Windsor Public Library Board  
**Usage Statistics for August 2024**  
Thursday, September 26, 2024

**Customer Use Index**

The Customer Use Index (CUI) aggregates five use factors and is particularly useful in tracking the number of customer interactions per open hour.

Use Factors	August 2024	August 2023	Variance
Gate Count	40,093	39,840	1%
Website & Social Media	116,955	132,156	-12%
In-house Usage	14,911	12,516	19%
Circulation	117,827	105,775	11%
Public Service	8,149	6,131	33%
CUI GROSS	297,935	296,418	1%
<b>CUI per open hour</b>	<b>143</b>	<b>139</b>	<b>N/A</b>

Notes: Open Hours August 2024: 2,080 hours

Local History building closed due to mechanical work from August 13–17(inclusive)

**Gate Counts**

Customers Entering	August 2024	August 2023	Variance
Central	7,057	7,230	-2%
Budimir	8,105	7,999	1%
Riverside	5,420	6,341	-15%
Forest Glade	4,686	3,589	31%
Chisholm	4,308	4,506	-4%
Fontainebleau	2,309	2,405	-4%
Bridgeview	3,023	2,538	19%
Seminole	1,855	1,998	-7%
John Muir	3,250	3,077	6%
Local History	80	157	-49%
<b>Total</b>	<b>40,093</b>	<b>39,840</b>	<b>1%</b>

Notes: building closed due to mechanical work from August 13–17(inclusive)

**Website and Social Media**

Category	August 2024	August 2023	Variance
Website*	70,222	71,685	-2%
Catalogue	19,221	19,894	-3%
WPL Mobile**	11,207	12,467	-10%
Social Media	16,305	28,110	-42%
<b>Total</b>	<b>116,955</b>	<b>132,156</b>	<b>-12%</b>

Notes: A count of customer interactions with our library website, catalogue and social media platforms.

\*Website count includes WPL’s website, Digi Branch, Learn@Home, Obituaries, and Digital Exhibits.

## In-House Usage

Location	Public Internet (in hours)	Netbook Circulation	Items Used	August 2024 Total	August 2023 Total	Variance
Central	1,036	-	535	1,571	1,766	-11%
Budimir	353	-	2,596	2,949	2,376	24%
Riverside	329	1	1,783	2,113	1,737	22%
Forest Glade	194	-	898	1,092	1,271	-14%
Chisholm	180	-	1,739	1,919	1,257	53%
Fontainebleau	155	-	1,691	1,846	955	93%
Bridgeview	328	-	1,065	1,393	1,226	14%
Seminole	300	-	476	776	1,110	-30%
John Muir	243	-	880	1,123	667	68%
Local History	N/A	N/A	129	129	151	-15%
<b>Total</b>	<b>3,118</b>	<b>1</b>	<b>11,792</b>	<b>14,911</b>	<b>12,516</b>	<b>19%</b>

Notes: building closed due to mechanical work from August 13–17(inclusive)

## Circulation

Location	August 2024	August 2023	Variance	2023 Total
Central	8,212	8,577	-4%	94,945
Budimir	14,898	12,338	21%	143,150
Riverside	11,235	10,485	7%	115,497
Forest Glade	6,898	4,999	38%	55,065
Chisholm	8,387	7,228	16%	77,700
Fontainebleau	4,678	4,715	-1%	47,908
Bridgeview	5,100	3,214	59%	35,844
Seminole	4,249	3,404	25%	34,955
John Muir	2,652	2,078	28%	25,522
<b>Total Physical Circulation</b>	<b>66,309</b>	<b>57,038</b>	<b>16%</b>	<b>630,586</b>
eResources	51,518	48,737	6%	580,266
<b>Total Circulation</b>	<b>117,827</b>	<b>105,775</b>	<b>11%</b>	<b>1,210,852</b>

## Public Services

Category	August 2024	August 2023	Variance
Reference Questions*	167	150	11%
Program Attendance	5,261	4,571	15%
Outreach Attendance	1,573	292	439%
School Visit Attendance	113	-	N/A
Accessibility Circulation	1,035	1,118	-7%
<b>Total</b>	<b>8,149</b>	<b>6,131</b>	<b>33%</b>

Notes: Program attendance includes Take & Make kits, online live programming plus in-person programming

\*Reference Questions tracked by Ask a Librarian, Local History & Digital Media

## Memberships

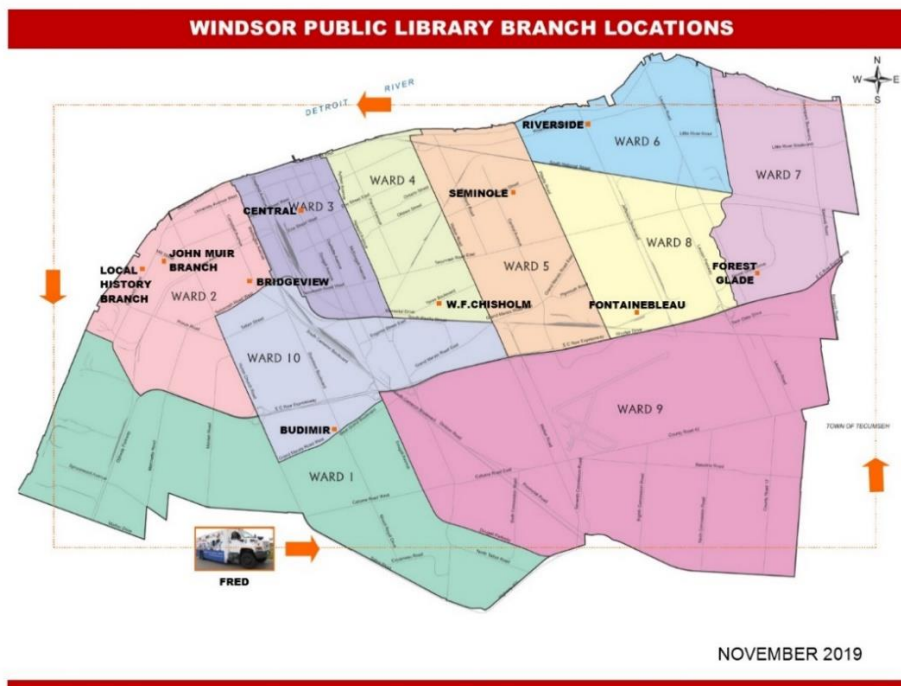
Location	August 2024 New	August 2024 Total
Central	291	23,446
Budimir	148	13,074
Riverside	104	11,719
Forest Glade	103	7,873
Chisholm	91	7,037
Fontainebleau	80	5,351
Bridgeview	62	6,045
Seminole	68	5,287
John Muir	64	4,640
FRED	-	578
<b>Total</b>	<b>1,011</b>	<b>85,050</b>

Notes: Of the 1,011 new memberships, 110 (11%) were ecards. In total, 7,018 members (8.3%) hold ecards.

## Annual Memberships

Year	Total	% of Total Population
<b>2023</b>	98,129	45%
<b>2022</b>	95,886	44%
<b>2021</b>	98,944	46%
<b>2020</b>	93,709	43%
<b>2019</b>	89,393	41%
<b>2018</b>	87,762	40%

Notes: Like all large public libraries in Canada, every year WPL removes memberships that have not been active in three years. However, due to the pandemic this was not done in 2021. In March 2024, 19,830 such memberships were removed. Population of Windsor per the 2016 Census = 217,188





Windsor Public Library Board  
**Financial Report as at August 31, 2024**  
Thursday, September 26, 2024

**1. OBJECTIVE:**

To inform the Windsor Public Library Board of the operating results of the organization for the eight months ending August 31, 2024. This report is based on the:

- [Public Libraries Act, R.S.O.1990, chapter P.44](#) as amended 2019, CH14, Sched.12
- WPL [Financial Policy O-22](#)

The Windsor Public Library also abides by the following City of Windsor Policies: Accounts Receivable Billing Policy, Purchasing Bylaw, Cash Receipts Control Policy, Purchasing Card Program Policies, Tangible Capital Assets Policy, Travel and Business Expense Policy and Fraud and the Misuse of Assets Policy.

**2. BACKGROUND:**

The 2024 operating budget was developed in the summer/fall of 2023 by Administration using the best information available at the time and was subsequently approved by both the Windsor Public Library Board and the City of Windsor. All efforts are made to operate within the budget allotments, and offsetting savings are sought where budget deficits do occur. Actual results will be influenced by many factors including staffing trends, grant and donation levels, foreign exchange fluctuations and other events which impact revenue streams or expenditure levels.

**3. ANALYSIS:**

**Results at August 31, 2024**

A high-level summary of the operating results is provided in the table below and actuals by category are compared to budget in **Appendix A**.

Description	Budget	Budget to August 31, 2024	Actual	Surplus (Deficit)	% Budget Spent
Revenue	\$9,068,428	\$6,045,619	\$6,092,198	(\$2,976,230)	67%
Salaries & Benefits	\$6,315,557	\$4,210,371	\$4,098,820	\$2,216,737	65%
Other Expenses	\$2,752,871	\$1,835,247	\$1,885,273	\$867,598	68%
Net Surplus				\$108,105	

Revenue and expenditures have seasonal variations, and the current surplus is not an indication of the organization’s year-end position.

In accordance with Board resolution 65.19, any final year-end operating variance will be transferred to / from Operations Reserve Fund 204, which has been committed in its entirety to fund planning and development costs for a new Central Library.

**4. RECOMMENDATION:**

THAT the report of the Manager of Financial Accounting dated September 26<sup>th</sup>, 2024 entitled “Financial Report as at August 31, 2024” **BE RECEIVED** as presented

Prepared by:

Rachel Chesterfield, Manager of Financial Accounting

[rchesterfield@citywindsor.ca](mailto:rchesterfield@citywindsor.ca)

**OPERATING RESULTS FOR THE MONTH ENDING AUGUST 31, 2024**

	2024 ANNUAL BUDGET	2024 YTD ACTIVITY	2024 YTD VARIANCE Surplus (Deficit)	% UTILIZED	2024 BUDGET TO AUG 31	2024 PRORATED VARIANCE AT AUG 31
<b>Revenue:</b>						
Municipal Funding	8,196,393	5,464,262	(2,732,131)	67%	5,464,262	-
Provincial Funding	630,023	391,139	(238,884)	62%	420,015	28,876
Donations	25,712	71,579	45,867	278%	17,141	(54,438)
Transfers from Reserves	-	4,667	4,667	-	-	(4,667)
Miscellaneous Income	-	16,403	16,403	-	-	(16,403)
Fees Revenue	66,300	44,148	(22,152)	67%	44,200	52
Expense Recoveries	150,000	100,000	(50,000)	67%	100,000	-
<b>Total Revenue</b>	<b>9,068,428</b>	<b>6,092,198</b>	<b>(2,976,230)</b>	<b>67%</b>	<b>6,045,619</b>	<b>(46,579)</b>
<b>Expenses</b>						
<b>Salaries &amp; Benefits:</b>						
Salaries & Wages	4,681,363	3,049,257	1,632,106	65%	3,120,909	71,652
Employee Benefits	1,245,624	790,517	455,107	63%	830,416	39,899
Wages and Benefits - CCW staff	388,570	259,047	129,523	67%	259,047	-
<b>Total Salaries &amp; Benefits</b>	<b>6,315,557</b>	<b>4,098,820</b>	<b>2,216,737</b>	<b>65%</b>	<b>4,210,371</b>	<b>111,551</b>
<b>Other Expenses:</b>						
Professional Services & Consulting	40,700	23,271	17,429	57%	27,133	3,863
Information Resources	961,989	772,094	189,895	80%	641,326	(130,768)
Information Communication & Technology	235,630	88,571	147,059	38%	157,087	68,516
Furniture & Equipment	19,550	196	19,354	1%	13,033	12,837
Building & Property	460,742	304,068	156,674	66%	307,161	3,094
Operating Supplies	38,000	23,668	14,332	62%	25,333	1,665
Postage & Freight	30,455	29,511	944	97%	20,303	(9,207)
Conference & Education Assistance	30,000	13,299	16,701	44%	20,000	6,701
Communications & Development	22,204	4,269	17,935	19%	14,803	10,533
Charges Against Donations	-	57,849	(57,849)	-	-	(57,849)
Charges Against Literacy	268,142	105,988	162,154	40%	178,761	72,774
Charges Against Ward Funds	-	4,578	(4,578)	-	-	(4,578)
Rent, Insurance, Taxes & Security	216,935	185,479	31,456	85%	144,623	(40,856)
Utilities	193,900	131,002	62,898	68%	129,267	(1,736)
Grant Expenses	-	243	(243)	-	-	(243)
Program Expenses	188,324	120,542	67,782	64%	125,549	5,007
Fees Offset Expenses	39,300	15,977	23,323	41%	26,200	10,223
Transfer to Operations Reserve	7,000	4,666	2,334	67%	4,667	1
<b>Total Other Expenses</b>	<b>2,752,871</b>	<b>1,885,273</b>	<b>867,598</b>	<b>68%</b>	<b>1,835,247</b>	<b>(50,025)</b>
<b>Total Expenses</b>	<b>9,068,428</b>	<b>5,984,093</b>	<b>3,084,335</b>	<b>66%</b>		<b>61,526</b>
<b>Net Budget Surplus (Deficit)</b>	<b>-</b>	<b>108,105</b>	<b>108,105</b>			<b>108,105</b>



Windsor Public Library Board  
**Triennial Policy Review – Operational Policies – in Principle**  
 Thursday, September 26, 2024

**1. OBJECTIVE:**

To present the Windsor Public Library Board with the triennial review of the Windsor Public Library Operational Policies.

**2. BACKGROUND:**

*Policies* are defined as a set of principles to guide decision-making; they are a “high level *what and why* statement of intent”. WPL is guided by a series of policies that are based on the:

- [Public Libraries Act](#)
- [Municipal Act, 2001](#)
- Operating Agreement with the City of Windsor
- Appropriate City of Windsor [policies](#)

The WPL policies are based on comparisons with policies from Toronto, London, Vaughan and Hamilton public libraries and the SOLS Trillium master policies. They are developed using the City’s [Policy on Policies Framework](#). WPL has three types of policies:

- 1) Foundation Policies are the fundamental guidelines that affect all WPL decisions i.e. Mission Statement.
- 2) Governance Policies outline the governing authority of the WPLB i.e. Board Purpose, Powers and Duties Policy.
- 3) Operational Policies outline the core principles that direct operational decisions i.e. Circulation Policy.

Policy	# of Policies	Next Review Date
Operational	23	2024
Foundation	8	2025
Governance	8	2026

The WPLB is committed to having clear and concise policies to ensure the Board and employees approach similar situations consistently and appropriately. In developing policies, the goal is to address most but not all situations. Policies that try to address every possible situation are too complex to enforce and become counterproductive.

Core principles that shape WPL policy development include:

- 1) Simplicity; to ensure understanding and consistent application.
- 2) Clear language; to enhance readability and understanding.
- 3) Accessibility: policies are available on the WPL website at [WPL Policies](#).
- 4) Consolidation: related information is contained in the same policy.
- 5) Maintenance; the WPLB is committed to a triennial review of all policies.

**The Process:** All policies are reviewed by the WPLB on a three-year cycle. Once reviewed and accepted *in principle* by the Board, they are posted on the WPL website for public comment and then “formally accepted by a 2/3 majority of the votes cast at a duly constituted Board meeting” and posted on the website.

All amended policies are attached to this report and recommended edits or additions are in red.

## Recommended Operational Policy Revisions

The following changes are recommended.

#	Name of Policy	Recommended changes or additions
All		All references to “Public Libraries Act, R.S.O. 1990, chapter P.44 as amended 2019, CH14, Sched.12” will be amended to “ <i>Public Libraries Act as amended</i> ” or “ <i>Public Libraries Act</i> ”. This will allow for changes to the Act without necessarily requiring a change to the policies that reference it.
O-1	Children Unattended in the Library	<b>3.1</b> All references to “caregiver” will be amended to “ <i>supervising person who is 13 years of age or older</i> ”
O-2	Communications Policy	No changes.
O-3	Advertising Policy	No changes.
O-4	Customer Code of Conduct	<b>4. While visiting the library:</b> <ul style="list-style-type: none"> <li>Be responsible for your belongings. <del>Three personal items are permitted, including: small bags, suitcases, backpacks and boxes</del> Ensure they are not impeding other’s use of the library.</li> <li>Strollers, walkers, wheelchairs and service animals are welcome (<i>see Accessibility Policy for details</i>).</li> </ul>
O-5	Facilities Use Policy	<b>4.4.6</b> to be reworded for accuracy: <del>Parking facilities for automobiles, bicycles and strollers shall be readily accessible and designated for use by public library customers and employees.</del> Where facility design allows, vehicle parking and bicycle racks will be accessible and designated for use by library customers and employees. <b>4.5.1</b> to be reworded for accuracy to: 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, <del>and</del> workshops and social events. <b>4.5.4</b> additional line item to be added: d) Meetings convened by the Corporation of the City of Windsor. <b>4.5.9</b> to be removed: <del>Customers may consume alcoholic beverages in meeting rooms only when a liquor license has been purchased and filed with the Windsor Public Library.</del> All remaining numbering to be updated accordingly.
O-6	Hours of Operation	No changes.

#	Name of Policy	Recommended changes or additions
	Policy	
O-7	Human Resource Policy	<p><b>3.4.3</b> to be amended for accuracy to: Selection of the “best candidate for the job” will be based on a variety of factors including education, experience, skills and knowledge, job testing, <del>performance evaluations</del> and interviews.</p> <p><b>3.4.6</b> to be amended for accuracy to: Any change to staffing levels, which exceed the approved salary budget envelope must be approved by the Windsor Public Library Board <b>as well as either CAO or City Council depending on approval required to receive appropriate budgetary approval.</b></p> <p><b>3.10.1</b> amended for accuracy: The Windsor Public Library may allow employees to work remotely <del>on a part-time or flexible schedule, when it is appropriate and agreeable to both the employer and the employee</del> as outlined in the City of Windsor Hybrid Work Procedure and Hybrid Work Program as amended.</p> <p><b>3.10.2</b> to be removed: <del>The administration of an annual Employees Working Remotely Agreement and evaluation procedure is delegated to the CEO or designate.</del></p>
O-8	Insurance and Risk Management Policy	No changes.
O-9	Legal Services Policy	No changes.
O-10	Lending Services Policy	<b>4.3.8</b> amended for accuracy: Membership renewal requires verification of address and payment of outstanding fees <b>and fines.</b>
O-11	Library Services Policy	<p><b>3.2</b> to be retitled to: <b>Bookmobile and Outreach Services – see also Outreach Policy</b></p> <p><b>3.2.1</b> to be amended for accuracy: The mission of the Windsor Public Library <b>Bookmobile and Outreach services is are</b> to “enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play”</p> <p><b>3.2.2</b> duplicate item to be removed: <del>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”.</del></p> <p><b>3.2.3</b> (re-numbered 3.2.2) to be amended for accuracy: The Windsor Public Library <b>bookmobile and bookbike unit is an are</b> outreach vehicles <b>used</b> to promote: All remaining numbering to be updated accordingly.</p>
O-12	Naming, Donations and Sponsorship	No changes.

#	Name of Policy	Recommended changes or additions
	Policy	
O-13	Outreach Policy	<b>4.2(c)</b> amended for inclusivity: Offer outreach for <del>children, young adults, adults, special needs customers, seniors and families</del> all segments of the community.
O-14	Partnership Policy	No changes.
O-15	Programming Policy	<b>4.2(c)</b> amended for inclusivity to: Offer programs <del>which appeal to all customers including but not limited to the following for:</del> children, young adults, adults, accessibility customers, seniors and families;
O-16	Public Internet Use Policy	<b>2.5(a)</b> amended for accuracy to: All <del>Windsor Public Library-owned</del> public computers <del>provided by Windsor Public Library</del> and all personal wireless devices, operating in Windsor Public Library facilities; <b>3.3.2</b> to be removed: <del>Windsor Public Library recognizes that some internet resources are illegal, misleading and/or inaccurate; or considered by some people to be offensive or objectionable.</del> All numbering to be updated accordingly. <b>3.4.1</b> to be amended to: Windsor Public Library internet computers must not be used for illegal, actionable or criminal purposes. <del>to seek access to unauthorized sites or to access inappropriate sites.</del> <b>3.4.2</b> to be amended for accuracy to: Downloading, transmission and export of <del>illegal</del> material <del>from inappropriate sites</del> is prohibited. <b>3.5.3</b> to be removed: <del>Internet sources will be filtered on Windsor Public Library computers specifically designated for use by children.</del> All numbering to be updated accordingly.
O-17	Purchasing Policy	No changes.
O-18	Accessibility Policy	<b>4.4</b> Addition for clarification: Persons with a disability are encouraged to use service animals when accessing Windsor Public Library resources, facilities and services <del>in accordance with the AODA's <u>Customer Service Standards s. 4 (9)</u>.</del>  <del>The AODA's <u>Customer Service Standards s. 4 (9)</u> states one of two conditions must apply for your animal to be considered a service animal:</del> a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).

#	Name of Policy	Recommended changes or additions
O-19	Volunteer Policy	<b>4.3</b> amended for clarification: A volunteer must be <del>enrolled</del> onboarded through the City of Windsor and orientated/trained by the Windsor Public Library prior to volunteering at the Windsor Public Library.
O-20	Construction Project Management Policy	No changes.
O-21	Information Technology Policy	No changes.
O-22	Financial Policy	<b>3.8.1 a)</b> amended for accuracy: Contracts/Agreements - two of the following are designated as signing authorities with respect to contracts / agreements: Board Chair, Treasurer, CEO, <del>Director of Corporate Services</del> , or Manager of Finance. <b>3.8.1 b)</b> amended for accuracy: Financial Transactions - two of the following are designated as signing authorities with respect to any financial transactions: <del>CEO, Director of Corporate Services, Manager of Finance, Manager of Collections or Manager of Board Operations</del> Mayor and City Treasurer (or one of four deputies in the City Treasurer's place).
O-23	Employee Code of Conduct Policy	No changes.

### 3. ACTIONS:

The following actions are recommended:

- 1) WPLB accept *in principle* the proposed edits and additions to the Operational Policies.
- 2) Publicly post the proposed revised policies for 21 days.
- 3) At the next meeting, review any public comments and if appropriate formally approve the revised policies.
- 4) Post and review the Operational Policies with employees.

### 4. RECOMMENDATION:

That the Windsor Public Library Board **APPROVE** *in Principle* the recommended amendments to the Operational Policies as presented/amended.

Prepared by:  
Michael Chantler, CEO (A)  
[mchantler@citywindsor.ca](mailto:mchantler@citywindsor.ca)

Policy Type: **Operational**

Policy Number: **O-1**

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

Policy Reviewed: September 2024  
Effective: January 2025 - December 2027

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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 Windsor Public Library 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 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 *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."

The Windsor Public Library Board also endorses the *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.3 The Children Unattended in the Library Policy reflects the Windsor Public Library Mission, Vision, Values Statement and Customer Service Pledge:

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

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

## Operational Policy

### O-1 Children Unattended in the Library

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2.4 This policy applies to all Windsor Public Library customers, employees and volunteers.

### 3. GUIDELINES

3.1 Responsibility for the welfare, actions and behaviour of children using the Windsor Public Library ultimately rests with the parent/legal guardian or an assigned ~~caregiver~~ **supervising person who is 13 years of age or older**.

- a) Children under the age of 10 must be accompanied by an adult or ~~caregiver~~ **supervising person who is 13 years of age or older** 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~~ **supervising person who is 13 years of age or older**;
- d) Parents or ~~caregivers~~ **supervising person who is 13 years of age or older** are responsible for supervising their child's access to all library resources including the Internet and Technology Hubs;
- e) If the parent or ~~caregiver~~ **supervising person who is 13 years of age or older** 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 Windsor Public Library 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 Windsor Public Library 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-2**

Policy Title: **Communications Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Board recognizes the fundamental importance of communication with the community, partners, volunteers and employees. The purpose of the Windsor Public Library Communications Policy is to ensure that Windsor Public Library communications are accurate, clear, effective, focused and respectful.

1.2 The Windsor Public Library Board values the role of communications to:

- (1) Engage and consult with the community;
- (2) Share information and “tell our story”;
- (3) Celebrate the value of public libraries to the community; and
- (4) Provide operational, administrative and Board transparency.

## 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 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*; *Ontario Human Rights Code*; *City of Windsor Policies*, and other legislation governing access to intellectual property and communication of information.

2.3 The Communications Policy provides a framework for the effective and timely delivery of communications and promotes the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement - Integrity** “Windsor Public Library values direct and honest communications and actions.”

**Windsor Public Library Customer Service Pledge** “Engaging in timely, direct and honest communications.”

2.4 This policy applies to employees, volunteers and agents.

2.5 The Windsor Public Library Board is responsible for library communications, including:

- a) External communications about or on behalf of Windsor Public Library;
- b) Internal communication about and on behalf of the Windsor Public Library;
- c) All forms and channels of communications.



### **3. POLICY**

3.1 The Windsor Public Library Board Communication Policy will:

- a) Support the Windsor Public Library Mission, Vision and Values Statements, plus the Customer Service Pledge and Windsor Public Library Polices;
- b) Support intellectual freedom while protecting privacy rights;
- c) Provide accurate, clear, focused and respectful communication;
- d) Represent the diverse nature of the community;
- e) Reflect the value of accessibility and comply with accessibility legislation and standards;
- f) Provide information in different formats and communication channels;
- g) Work with community partners to communicate possible community news, threats or hazards to public health and safety.

#### **3.2 Corporate Identity**

- 3.2.1 Windsor Public Library Board will maintain a clear and consistent corporate identity and branding to help the community recognize and understand the library plus encourage the use of library resources, programs and services.
- 3.2.2 The Windsor Public Library Board is the sole controller of any brand initiations, logos, word marks or associated identifiers of the Windsor Public Library. Windsor Public Library Board authorization is required for any changes to the Windsor Public Library corporate identity.

#### **3.3 Official Spokespersons**

- 3.3.1 The Chair of the Windsor Public Library Board speaks on behalf of the Windsor Public Library with regard to legal issues, Board decisions and corporate information. The CEO or designate is the spokesperson with regard to Windsor Public Library operations, corporate information or other issues as directed.
- 3.3.2 Employees will communicate openly and on a regular basis with members of the public about resources, programs, services and initiatives.

#### **3.4 Library-Owned Intellectual Content**

- 3.4.1 All intellectual content created by the Windsor Public Library Board or employees on behalf of Windsor Public Library are owned by the Windsor Public Library and the Windsor Public Library Board is the copyright holder. This includes information about the library and its services, programs and initiatives. It includes content in all formats and content posted on Windsor Public Library online and social media channels.
- 3.4.2 With authorization from the CEO or designate, Windsor Public Library content may be reproduced by other agencies or partners with appropriate acknowledgement.

#### **3.5 Social Media**

- 3.5.1 Social media includes any web application, account, or site used for online publishing, discussions, file sharing, and social networking. The Windsor Public Library Board supports the use of social media, while recognizing the need to protect the organization's image

**Operational Policy**  
**O-2 Communications**

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- 3.5.2 The Windsor Public Library's social media applications / profiles are the intellectual property of the library and not of the individual tasked with maintaining them.
- 3.5.3 Posting from external contributors to the Windsor Public Library's social media channels may be removed when the content of the posting is illegal, offensive or considered malicious or destructive rather than a constructive contribution to a conversation.

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Policy Type: **Operational**

Policy Number: **O-3**

Policy Title: **Advertising Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Advertising Policy provides a framework of guidance with regard to library advertising and the process by which advertising is managed. The purpose of the Windsor Public Library Advertising Policy is to ensure Windsor Public Library advertising is accurate, clear, focused, respectful and effective.

## 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 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*; *Code of Conduct*; *Canadian Code of Advertising Standards*, *City of Windsor Policies* and other legislation governing access to intellectual property and communication of information.

2.3 The Advertising Policy provides a framework for the effective and timely delivery of advertising and promotes the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement** - Integrity “Windsor Public Library values direct and honest communications and actions.”

**Windsor Public Library Customer Service Pledge** “Engaging in timely, direct and honest communications.”

2.4 This policy applies to all Windsor Public Library employees, volunteers or agents.

2.5 The Windsor Public Library Board Communications Policy is fundamental to the effectiveness of the Windsor Public Library Advertising Policy.

## 3. POLICY

3.1 The Windsor Public Library Board is responsible for library advertising, including:

- a) External advertising about or on behalf of Windsor Public Library;
- b) Internal advertising on or about Windsor Public Library;
- c) All forms and channels of communications.

3.2 The Windsor Public Library’s advertising activities will:

- a) Support the Windsor Public Library Mission, Vision and Values Statement, plus the Customer Service Pledge and Windsor Public Library Policies;

**Operational Policy**  
**O-3 Advertising**

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- b) Support intellectual freedom, while protecting privacy rights;
- c) Provide accurate, clear, respectful, focused and effective advertising;
- d) Reflect the value of accessibility and comply with accessibility legislation and standards;
- e) Represent the diverse nature of the community;
- f) Advertise in different formats and communication channels.

3.3 The Advertising Policy does not apply to:

- a) Sponsorship - see Naming, Donation and Sponsorship Policy (O-12);
- b) Naming - see Naming, Donation and Sponsorship Policy (O-12);
- c) In-branch distribution of non-commercial materials;
- d) Philanthropic gifts, donations or grants;
- e) Government grants or funds;
- f) Advertising targeted to children in the following categories: books or other material in the library's collections, government advertisements, and public service announcements.

3.4 The Windsor Public Library's advertising activities:

- a) Protect the confidentiality of customer records as governed by the [Municipal Freedom of Information and Protection of Privacy Act](#) and the library's Protection of Privacy and Access to Information Policy (F-7);
- b) Shall be consistent with, and complementary to, other related library policies and programs.

3.5 Advertising must be appropriate for all ages, in keeping with the library's goal of creating a welcoming and courteous environment.

3.6 The Windsor Public Library will not accept the following types of advertising content:

- a) Advertising that detracts from the library's public image or could place the library at the centre of a controversy or a sensitive issue;
- b) Advertising that is, at the discretion of the Chief Executive Officer, considered of questionable taste, content or method of presentation;
- c) Advertising that is partisan or political in nature;
- d) Advertising that is religious or promotes religious beliefs;
- e) Personal ads or notices, and notices of items for sale or rent;
- f) The promotion of tobacco, alcohol or drug companies and products;
- g) The promotion of pledges, forms or petitions;
- h) Fundraising, unless authorized by the CEO or designate;
- i) Commercial advertising primarily targeted to children, including but not limited to commercial advertising of food or games directed to children.

Policy Type: **Operational**

Policy Number: **O-4**

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

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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* 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 endorses the *Ontario Human Rights Code, Criminal Code, Child and Family Services Act, Trespass of Property Act*, and *Municipal Bylaws* provides governance and management of public library services in Windsor.

2.3 The Customer Code of Conduct 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.”

2.4 This policy applies to all Windsor Public Library customers, visitors and volunteers inside, outside or using library facilities, resources or services.

## 3. GUIDELINES

3.1 The Windsor Public Library Board provides a welcoming, safe and clean environment for all customers.

3.2 The two founding principles upon which the Customer Code of Conduct is based, include:

- 1) All customers, visitors and volunteers must be law abiding;
- 2) All customers, visitors and volunteers must be respectful of library customers, visitors, volunteers, employees and security.

3.3 The Windsor Public Library expects customers, visitors and volunteers to adhere to all Windsor Public Library policies, follow employee and security directions and not engage in any acts that will disturb or prevent others from enjoying the Windsor Public Library.

## 4. WINDSOR PUBLIC LIBRARY CUSTOMER CODE OF CONDUCT

Windsor Public Library provides a welcoming, safe, and clean environment.

**We ask that everyone be:**

- Law abiding
- Respectful of Library customers, visitors, volunteers, employees and security

**While visiting the Library:**

- Be responsible for your belongings. ~~Three personal items are permitted, including: small bags, suitcases, backpacks and boxes~~ Ensure they are not impeding other's use of the library.
- Strollers, walkers, wheelchairs and service animals are welcome (see [Accessibility Policy for details](#)).
- Supervise children in your care
- Use Library furniture, equipment and property for their intended purposes
- Comply with all employee and security instructions
- Dress appropriately: shoes, shirts and other suitable clothing must be worn

**Unacceptable behaviour includes:**

- Behaviour that disturbs others or damages Library property
- Threatening, abusive, or harassing language and / or behaviour
- Being under the influence of alcohol or other intoxicating substances
- Selling, using, or possessing alcohol or other intoxicating substances
- Smoking or vaping in or on Library property
- Carrying weapons or implements which can be used as weapons
- Sleeping or napping in or on Library property
- Damage or theft of Library materials or equipment
- Use of communications devices which are disruptive to others

**5. EXPULSION AND REVOCATION OF BORROWING PRIVILEGES**

5.1 The Windsor Public Library Board delegates to the CEO or *designate* the authority and responsibility to:

- a) Address minor infractions i.e. sleeping or loud cell phone usage, which may result in a verbal warning, but if continued may result in expulsion.
- b) Address major infractions i.e. theft or threatening employees, by suspending the customer.
- c) Suspend Library privileges and / or prohibit a customer or individual from entering any Windsor Public Library facility.

Policy Type: **Operational**

Policy Number: **O-5**

Policy Title: **Facilities Use Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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 Windsor Public Library welcomes the use of public areas and meeting rooms in its facilities.

## 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 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*. In addition, the Windsor Public Library Board endorses the City of Windsor *Municipal Smoking Bylaw* and the *Bicycle Parking on Public Property Policy*.

2.3 The Facilities Use Policy reflects the Windsor Public Library Mission, Vision, Values, Customer Service Pledge and Customer Code of Conduct Policy:

**Windsor Public Library Customer Service Pledge** “A community gathering place that welcomes everyone.”

2.4 This policy applies to all Windsor Public Library locations, to all customers, employees, volunteers and agents.

## 3. DEFINITIONS

**Customer** - 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** - 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 Windsor Public Library is proactive in maintaining sanitary and pest free facilities.

4.3 The Windsor Public Library is a smoke and alcohol free environment. The use of illegal drugs or other intoxicating substances will not be tolerated.

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

- 4.4.1 Windsor residents shall have free access during open hours to the public areas of the Windsor Public Library.
- 4.4.2 All persons using Windsor Public Library facilities shall conduct themselves so as not to disturb other persons in the Library or cause damage to library property.
- 4.4.3 Customers are expected to observe all Public Health Unit directives and / or City of Windsor by-laws.
- 4.4.4 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) Access the Library before or after hours of operation.
- 4.4.5 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.
- 4.4.6 ~~Parking facilities for automobiles, bicycles and strollers shall be readily accessible and designated for use by public library customers and employees.~~ Where facility design allows, vehicle parking and bicycle racks will be accessible and designated for use by 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~~ **and social events**.
- 4.5.2 Renting of library meeting rooms does not constitute an endorsement of the group's policies or activities. The Windsor Public 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, gender, age, sexual orientation, mental or physical disability. The Windsor Public Library 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.
  - d) **Meetings convened by the Corporation of the City of Windsor.**
- 4.5.5 Library programs shall have priority in the use of meeting rooms.



**Operational Policy**  
**O-5 Facilities Use**

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- 4.5.6 Organizations must use their own name when advertising meetings held in library facilities, making it clear that the Windsor Public Library 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 Windsor Public Library.~~
- 4.5.9 The Windsor Public Library 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 Windsor Public Library 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 Windsor Public Library as a permanent location for their activities.
  - d) Where the primary purpose of the event is: a religious service, or for political campaigning.
- 4.5.10 The individual booking Windsor Public Library space must sign an agreement stating they have read the Windsor Public Library Facilities Policy and agree to its terms.

**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 may be available to individuals, schools and community organizations to display their art, handicrafts or projects.
- 4.6.3 The Windsor Public Library may 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 or organization booking the space is responsible for setting up and dismantling their own display or exhibit.

**Operational Policy**  
**O-5 Facilities Use**

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- 4.6.5 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.
- 4.6.6 The Windsor Public Library Board accepts no responsibility or liability for the safekeeping of any displays or exhibits.

**4.7 Public Notice Boards**

- 4.7.1 Windsor Public Library 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 Windsor Public Library has the right to decline or not post any poster or notice.

Policy Type: **Operational**

Policy Number: **O-6**

Policy Title: **Hours of Operation Policy**

Policy Reviewed: September 2024  
Effective: January 2025 – December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Hours of Operation Policy is intended to provide a framework for establishing appropriate and consistent library hours of operation.

## 2. SCOPE

2.1 The Windsor Public Library Board, within the meaning of the *Public Libraries Act* as amended, 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 Hours of Operation Policy reflects the Windsor Public Library 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.”

2.3 This policy applies to all locations, employees, students and volunteers.

## 3. POLICY

3.1 The Windsor Public Library Board establishes the hours of operation for the library system based on community need, usage, and funding.

3.2 **Short Term Closure** - the authority to close branches in the event of an emergency lasting less than five days (i.e. power outage, minor renovations, inclement weather), is delegated to the CEO or designate. Windsor Public Library shall provide notice of such closures and re-openings.

3.3 **Long Term Closure** - the authority to close branches in the event of an emergency lasting over five days (i.e. pandemic, building / structural issues), is delegated to the Windsor Public Library Board and CEO in consultation with the City of Windsor. Windsor Public Library shall provide public notice of such closures and re-openings.

Policy Type: **Operational**

Policy Number: **O-7**

Policy Title: **Human Resources Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Board is accountable to the community for the Human Resources of the Windsor Public Library. The Windsor Public Library Board will ensure adequate human resource reporting and controls are in place to fulfill the Windsor Public Library mission and deliver excellent public library service.

## 2. SCOPE

2.1 The Windsor Public Library Human Resources Policy is intended to provide a framework for the delivery of Human Resource services to comply with the requirements of the *Public Libraries Act R.S.O.1990, C.P44*, as amended *2019, CH14, Sched.12., 15 (1) & (2), 22 (1) & (2)*; the CUPE 2067.1 Employment Contract and the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 As per the Windsor Public Library / City Amending Agreement of March 21, 2017: 10. Section 3(a)

“(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**6. Human resources** *including, labour relations and collective bargaining assistance, health and safety, disability management, staff training services or any other similar service requested by the Board;*

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

2.3 The Windsor Public Library Board endorses the *Canadian Charter of Rights and Freedoms; Canadian Criminal Code; Ontario Human Rights Code; Employers and Employees Act, R.S.O. 1990, c. E.12; Employment Standards Act, 2000, S.O.2000, c.41* and the *Labour Relations Act 1995, S.O.1995, c.1 Sched. A* .

2.4 The Human Resources Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement** “Windsor Public Library values and respects its customers, partners, volunteers and staff.”

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

## 3. PURPOSE

### 3.1 Employees

3.1.1 The Board of the Windsor Public Library recognizes that employees are the library’s most valuable asset. A knowledgeable and skilled workforce is essential to the accomplishment of the Library’s mission and strategic directions.

3.1.2 The Windsor Public Library staff complement includes:

- a) Chief Executive Officer
- b) Non-Union Employees:
  - i. Management/Administrative - terms and conditions of employment are set out in the policies, procedures and programs as established by the Windsor Public Library Board.
  - ii. Pages, Casual and Supply Staff - terms and conditions of employment are established by the Windsor Public Library Board.
- c) Unionized Employees - terms and conditions of employment for unionized employees are set out in the collective agreement with CUPE Union 2067.1 as well as Windsor Public Library policies and procedures. As part of collective bargaining, changes or amendments to the collective agreement must be ratified by the Windsor Public Library Board.

3.2 The Windsor Public Library Board co-operates with the City of Windsor with regard to the following Human Resource services:

- a) Labour Relations and Collective Bargaining;
- b) Health and Safety Management;
- c) Disability Management;
- d) Staff Training Services;
- e) Or any similar service requested by the Windsor Public Library Board.

3.3 The Windsor Public Library Board is responsible for:

- Recruitment;
- Grievance Administration and Employee Discipline;
- Performance Evaluation;
- Job Description;
- Library Specific Orientation and Job Training;
- Employee Records;
- Employees Working Remotely.

#### **3.4 Recruitment**

3.4.1 Recruitment is the responsibility of the Windsor Public Library Board, and is delegated to the CEO or designate, with support from the City of Windsor.

3.4.2. The Windsor Public Library Board is committed to a fair and equitable recruitment, selection, and hiring process. The Windsor Public Library Board is also committed to establishing effective procedures to ensure that Windsor Public Library attracts and retains the best candidates.

3.4.3 Selection of the “best candidate for the job” will be based on a variety of factors including education, experience, skills and knowledge, job testing, **performance evaluations** and interviews.

3.4.4 All job interviews will be conducted by a Hiring Committee and authorized by the CEO or designate.

**Operational Policy**  
**O-7 Human Resources**

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3.4.5 The criteria for filling positions at the Windsor Public Library will be assessed based on an analysis of the current and anticipated future needs of the Windsor Public Library.

3.4.6 Any change to staffing levels, which exceed the approved salary budget envelope must be approved by the Windsor Public Library Board **as well as either CAO or City Council depending on approval required to receive appropriate budgetary approval.**

3.4.7 The CEO shall monitor the staffing levels and authorize the commencement of recruiting and candidate hiring.

**3.5 Grievance Administration and Employee Discipline**

3.5.1 Grievance administration and employee discipline is the responsibility of the Windsor Public Library Board, delegated to the CEO, with support from the City of Windsor.

3.5.2. The Windsor Public Library Board is committed to fair and equitable grievance and disciplinary procedures.

**3.6 Performance Evaluation**

3.6.1 Performance evaluations are the responsibility of the Windsor Public Library Board, delegated to the CEO or designate, with support from the City of Windsor.

3.6.2. The Windsor Public Library Board is committed to fair and equitable performance evaluations.

**3.7 Job Description**

3.7.1 Job descriptions are the responsibility of the Windsor Public Library Board, delegated to the CEO or designate, with support from the City of Windsor.

3.7.2. The Windsor Public Library Board is committed to establishing fair and equitable job descriptions.

**3.8 Library Specific Staff Orientation and Job Training**

3.8.1 Library specific staff orientation and job training are the responsibility of the Windsor Public Library Board, delegated to the CEO or designate, with support from the City of Windsor.

3.8.2. The Windsor Public Library Board is committed to provide employee orientation and training.

**3.9 Employee Records**

3.9.1 It is the responsibility of the Windsor Public Library Board to maintain current, confidential employee records to meet statutory requirements.

3.9.2 Employee records are kept in a secure filing cabinet in a secure location. All electronic records are password protected.

**3.10 Employees Working Remotely**

3.10.1 The Windsor Public Library may allow employees to work remotely ~~on a part-time or flexible schedule, when it is appropriate and agreeable to both the employer and the employee~~ as outlined in the City of Windsor Hybrid Work Procedure and Hybrid Work Program as amended.

~~3.10.2 The administration of an annual Employees Working Remotely Agreement and evaluation procedure is delegated to the CEO or designate.~~

DRAFT

Policy Type: **Operational**

Policy Number: **O-8**

Policy Title: **Insurance and Risk Management  
Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Insurance and Risk Management Policy is intended to provide a framework and guidelines for system wide insurance services and risk management.

## 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 As per the Windsor Public Library/City Amending Agreement of March 21, 2017:10. Section 3(a)

“(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

***8. Insurance and risk management services;***

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

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

**Windsor Public Library Values Statement - Integrity** “We are committed to conducting business in an ethical and transparent manner”.

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

## 3. POLICY

3.1 In fulfilling this responsibility the Windsor Public Library Board follows the City of Windsor *Enterprise Risk Management Policy* which is supported by City and Windsor Public Library employees.



Policy Type: **Operational**

Policy Number: **O-9**

Policy Title: **Legal Services Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Legal Services Policy is intended to provide a framework for the delivery of legal services to the Windsor Public Library Board.

## 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 As per the Windsor Public Library/City Amending Agreement of March 21, 2017: 10. Section 3(a)

“(iii) Provide, upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**1. Legal services;**

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

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

**Windsor Public Library Values Statement – Integrity** “We are committed to conducting business in an ethical and transparent manner”

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

## 3. POLICY

3.1 The Windsor Public Library Board accesses legal services using a variety of providers depending on the issue and needs.

3.2 As per the Windsor Public Library/City Service Agreement:

3.2.1 The Windsor Public Library Board may, subject to the concurrence of the City, seek assistance and advice from the City of Windsor Legal Department for issues such as labour management and arbitration.

3.2.2 The Windsor Public Library Board may also seek assistance and advice from an external lawyer for issues such as compliance, litigation and governance issues.

Policy Type: **Operational**

Policy Number: **O-10**

Policy Title: **Lending Services Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

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

## 2. SCOPE

2.1 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*, as amended 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 *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. In addition, the Windsor Public Library Board endorses the *OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.3 The Lending Service Policy supports the principles of universal and equitable access and 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."

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

## 3. DEFINITIONS

**Circulation** - includes the lending of all types of material, to any Windsor Public Library member.

**Materials** - includes all items in the Windsor Public Library collections which are available to the public through the integrated library system, e.g. books, DVD's and electronic resources.

**Transactions** - lending and returning library procedures, including check outs, check-ins, fines, claims returns and obtaining a library card.

**Resident** - 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 cardholder who has agreed to follow the requirements set by Windsor Public Library to borrow materials or access information and whose library card account is not “blocked”.

**Interlibrary Loan (ILLO)** – a national program in which libraries can temporarily borrow for customers, resources not held in the local collection.

#### **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 Windsor Public Library 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 fees, 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 Windsor Public Library 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 Windsor Public Library.
- 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 Windsor Public Library materials in the library, without a library card.
- 4.4.5 Interlibrary Loan services are provided to customers for some materials not available at Windsor Public Library. Interlibrary Loans services are provided to all WPL cardholders in good standing.

#### **4.5 Fees**

- 4.5.1 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 Windsor Public Library.
- 4.5.2 The Windsor Public Library does not accept donations of materials in lieu of fines or fees.
- 4.5.3 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.
- 4.5.4 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 A Windsor Public Library card holder or customer may have their borrowing privileges and/or access to library facilities suspended if they:
  - a) Have more than 3 items that are overdue on their library card;
  - b) Accumulate fees in excess of \$25;
  - c) Have been issued a Notice of Trespass Order from the Windsor Public Library;  
or
  - d) Have refused to abide by Windsor Public Library policies and procedures.

Policy Type: **Operational**

Policy Number: **O-11**

Policy Title: **Library Services Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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* 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 **Bookmobile and Outreach Services** – see also *Outreach Policy*

3.2.1 The mission of the Windsor Public Library **Bookmobile and Outreach services** ~~is~~ **are** to “enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play”

~~3.2.2 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 **bookmobile and bookbike unit** ~~is an~~ **are** outreach vehicles **used** 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.

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Policy Type: **Operational**

Policy Number: **O-12**

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

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 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. 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 [Freedom of Information and Protection of Privacy Act](#), [Copyright Act](#), [Canadian Criminal Code](#), [Canadian Charter of Rights and Freedoms](#); and the [Municipal Freedom-of-Information and Protection of Privacy Act \(MFIPPA\)](#).

2.3 The Naming, Donations and Sponsorships Policy supports the principles of universal and equitable access and reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge.

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

## 3. DEFINITIONS

**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.

**Donation (gift)** - as defined in the Income Tax Act, is a voluntary transfer of real or personal property without valuable consideration.

**Naming opportunities** - 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.

**Sponsorship** - 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.



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### O-12 Naming, Donations and Sponsorship

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**Value-in-kind** - a sponsorship received in the form of goods and / or services rather than cash.

#### 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 Windsor Public Library and must be considered to be in the public interest of the Windsor Public Library and the City of Windsor.
- 4.3 The Windsor Public Library, or the City of Windsor, as is applicable shall retain ownership over any sponsored property and the Windsor Public Library 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 Windsor Public Library 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 Windsor Public Library.
- 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.

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### **O-12 Naming, Donations and Sponsorship**

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- 4.14 To protect the privacy of Windsor Public Library customers, sponsors shall not have access to personal information held by the Windsor Public Library.
- 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 Windsor Public Library 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 Windsor Public Library employee, volunteer, or member of the Windsor Public Library Board.
- 4.20 The Windsor Public Library will consider all sponsorship proposals but has no obligation to accept any of them. The Windsor Public Library 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 Windsor Public Library, to be incompatible with the Windsor Public Library'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:

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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 Windsor Public Library 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 Windsor Public Library. The Windsor Public Library reserves the right to cancel any sponsorship agreement at any time should the arrangement no longer meet the eligibility requirements

## Operational Policy

### O-12 Naming, Donations and Sponsorship

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of the Naming, Donations and Sponsorship Policy or should the arrangement no longer be considered compatible with values, image, assets or interests of the Windsor Public Library.

- 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.

DRAFT

Policy Type: **Operational**

Policy Number: **O-13**

Policy Title: **Outreach Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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* 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 Outreach 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.”

**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. DEFINITIONS

**Outreach** - defined as the act of promoting the Windsor Public Library and extending public library resources and services to a wider segment of the community outside of the library. Mobile units such as bookmobiles and e-bikes are used to deliver outreach services to the community. The mission of the Windsor Public Library mobile unit is to “enrich the community by delivering information, technology, resources and services to Windsor residents where they live, work and play”.

**Digital Outreach** - online activities, presentations or events promoting Windsor Public Library services and resources or platforms other than those operated by Windsor Public Library, i.e. virtual class visits.

## 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 Windsor Public Library into the community and provides an alternate location for people to learn and obtain information.

4.2 The Windsor Public Library 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~~ all segments of the community.
- 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 Reviewed: September 2024

Effective: January 2025 - December 2027

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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 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 *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.

2.3 The Partnership Policy supports the principles of universal and equitable access and 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."

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

## 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 Reviewed: September 2024

Effective: January 2025 - December 2027

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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* 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 in library resources, services or programs.

2.3 The Programming 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”

**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. DEFINITIONS

**Programs** - are planned or coordinated in-branch library activities, events or presentations, available to the community, 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 compliment 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 diversity and recreational interests of the community.

4.2 The Windsor Public Library will:

- a) Make available a wide spectrum of program opinions and viewpoints;
- b) Select programs based on the interest and need of the community;



**Operational Policy**  
**O-15 Programming**

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- c) Offer programs **which appeal to all customers including but not limited to the following** ~~for~~ children, young adults, adults, accessibility customers, seniors and families;
- d) Use programs to promote interest in, and the joy of, reading and lifelong learning;
- e) Use programs to encourage an interest in science and new technologies;
- f) Make programs 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 programs.

4.3 The Windsor Public Library 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;
- d) Conduct programs in-person and / or virtually.

DRAFT

Policy Type: **Operational**

Policy Number: **O-16**

Policy Title: **Public Internet Use Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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 Windsor Public Library internet.

## 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 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.

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

2.4 **Windsor Public Library Values Statement** "Windsor Public Library values intellectual freedom, literacy and access to information."

2.5 This policy applies to:

- a) All ~~Windsor Public Library-owned~~ public computers **provided by Windsor Public Library** and all personal wireless devices, operating in Windsor Public Library facilities;
- b) All instances of accessing the internet, whether through the Windsor Public Library 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 Windsor Public Library Board.

### 3.2 Customer Responsibilities

3.2.1 Windsor Public Library 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 Windsor Public Library assumes no responsibility for the security and privacy of online transactions.

### **3.3 Windsor Public Library Responsibilities**

- 3.3.1 Windsor Public Library 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 Windsor Public Library recognizes that some internet resources are illegal, misleading and/or inaccurate, or considered by some people to be offensive or objectionable.~~

3.3.2 Windsor Public Library 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.

3.3.3 Windsor Public Library reserves the right to implement and enforce usage procedures, including: set time limits, ask customers to limit their time on a public computer, adjust time allocations, amend computer schedules, plus withdraw access privileges for those who do not comply with rules, regulations, staff directions or service provider agreements.

3.3.4 Windsor Public Library 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.

3.3.5 The internet is not a secure medium. Windsor Public Library does not assume any responsibility for the security or privacy of any on-line transactions. Customers are advised to exercise caution when viewing or transmitting personal information.

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

3.4.1 Windsor Public Library 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 **illegal** 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 Inappropriate sites / content will be filtered according to the Windsor Public Library Material Selection Policy F-6.
- ~~3.5.3 Internet sources will be filtered on Windsor Public Library computers specifically designated for use by children.~~
- 3.5.3 Windsor Public Library recognizes that filters are not 100% effective. The Windsor Public Library assumes no liability in the event that a customer reaches a site assumed to be filtered.

DRAFT

Policy Type: **Operational**

Policy Number: **O-17**

Policy Title: **Purchasing Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Purchasing Policy is intended to provide a framework and guidelines with regard to the purchasing of library goods and 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 As per the Windsor Public Library/City Amending Agreement of March 21, 2017: 10. Section 3(a):

“(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**5. Purchasing services**, provided the Board elects to utilize a purchasing policy matching that of the City’s;

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

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

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

**Windsor Public Library Values Statement** – Accountability “We are committed to providing efficient use of public funds and resources.”

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

## 3. POLICY

3.1 The Purchasing Policy applies to the purchase of library goods and services with the exception of purchasing library resources (e.g. books, DVD, etc.). In fulfilling this responsibility the Windsor Public Library Board follows the City of Windsor *Purchasing Bylaw* which is supported by City and Windsor Public Library employees.

Policy Type: **Operational**

Policy Number: **O-18**

Policy Title: **Accessibility Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

The Windsor Public Library 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 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 *City of Windsor Accessibility Policy*. The 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*.

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

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

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

2.4 This policy applies to all customers, employees, volunteers and 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** – an animal assisting a person with a disability. Service animals are identifiable by their appearance or by what they are doing, i.e.

- a) Wearing a harness, vest or a saddlebag
- b) Has a sign that indicates it as a service animal, or
- c) Has a certificate or identification card

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

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

Upon request, Windsor Public Library will make reasonable efforts to facilitate the use of assistive devices (for example, large print reader, computer workstations with accessibility software) 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 Windsor Public Library resources, facilities and services *in accordance with the AODA's Customer Service Standards s. 4 (9)*.

The AODA's *Customer Service Standards s. 4 (9)* states one of two conditions must apply for your animal to be considered a service animal:

- a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability. O. Reg. 429/07, s. 4 (9).

Policy Type: **Operational**

Policy Number: **O-19**

Policy Title: **Volunteer Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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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* 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 Volunteer Policy through the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

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

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

2.3 This policy applies to individuals, inclusive of, but not limited to unpaid work placements and volunteers in all programs and at all facilities.

2.4 Volunteers make a welcome addition to the Windsor Public Library, by enriching and enhancing library programs and services but do not substitute or replace paid library employees.

## 3. DEFINITIONS

**Volunteer** - 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.



**Operational Policy**  
**O-19 Volunteer**

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- 4.3 A volunteer must be ~~enrolled~~ onboarded through the City of Windsor and orientated/trained by the Windsor Public Library prior to volunteering at the Windsor Public Library.
- 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 Windsor Public Library or who fail to satisfactorily perform their assignments may be dismissed.

Policy Type: **Operational**

Policy Number: **O-20**

Policy Title: **Construction Project Management Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Construction Project Management Policy is intended to provide a framework and guidelines with regard to library building or renovation project management.

## 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 As per the Windsor Public Library / City Amending Agreement of March 21, 2017:10. Section 3(a):

“(iii) Provide, upon request of the Board and subject to concurrence of the City acting reasonably, at no cost to the Board, the following services:

**4. Construction Project Management services;**

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library”.

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

**Windsor Public Library Values Statement – Accountability** “We are committed to providing efficient use of public funds and resources”.

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

## 3. POLICY

3.1 The Windsor Public Library Board with assistance from the City of Windsor is responsible for the construction and project management of the Windsor Public Library. In fulfilling this responsibility the Windsor Public Library follows the City of Windsor’s *Project Management and Methodology Policy* which is supported by City and Windsor Public Library employees.

Policy Type: **Operational**

Policy Number: **O-21**

Policy Title: **Information Technology Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Information Technology Policy provides a framework and guidelines for system wide information technology services.

1.2 The purpose of the Information Technology Policy is to establish clear responsibility and authority for the provision of services and the protection of information assets, software and hardware in all locations.

## 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 As per the Windsor Public Library / City Amending Agreement of March 21, 2017:10. Section 3(a) "(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**7. Information technology services;**

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library."

2.3 The Windsor Public Library Board endorses 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.

2.4 The Information Technology Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement - Integrity** "We are committed to conducting business in an ethical and transparent manner".

2.5 This policy applies to all employees, customers, volunteers and agents.

## 3. POLICY

3.1 The Information Technology Policy applies to all Windsor Public Library Information Technology goods and services.

3.2 In fulfilling this responsibility the Windsor Public Library follows the City of Windsor *Information Security Policy* which is supported by the City and Windsor Public Library employees.

Policy Type: **Operational**

Policy Number: **O-22**

Policy Title: **Finance Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Board is accountable to the community for the financial affairs of the Windsor Public Library. The Windsor Public Library Board will ensure adequate financial and reporting controls are in place to fulfill the Windsor Public Library mission and deliver excellent public library service.

## 2. SCOPE

2.1 The Windsor Public Library Finance Policy is intended to provide a framework for delivery of financial service and to clarify financial guidelines to comply with the requirements of the *Public Libraries Act, R.S.O. 1990, C.P44 amended 2019, CH14, Sched. 12, 24 (1) d, (2), (3); 30, 39 (a), (b); 41.*, and is supported by the Windsor Public Library / City of Windsor Service Agreement (2015), as amended March 21, 2017.

2.2 As per the Windsor Public Library / City Amending Agreement of March 21, 2017:10. Section 3(a):

“(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**2. Financial services;**

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

2.3 The Windsor Public Library Board endorses the following City of Windsor Finance Policies: *Accounts Receivable Billing Policy, Purchasing Bylaw, Cash Receipts Control Policy, Purchasing Card Program Policies, Tangible Capital Assets Policy, Travel and Business Expense Policy and Fraud and the Misuse of Assets Policy.*

2.4 The Finance Policy reflects the Windsor Public Library Mission, Vision and Values:

**Values Statement – Accountability** “Windsor Public Library values wise planning and responsible stewardship.” “We are committed to providing efficient use of public funds and resources.”

**Values Statement – Integrity** “Windsor Public Library values direct communications and actions.” “We are committed to conducting business in an ethical and transparent manner.”

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

## 3. POLICY

3.1 Windsor Public Library Board co-operates with the City of Windsor for the provision of Financial Services.

3.2 The Windsor Public Library Board delegates responsibility for:

- 3.2.1 Internal audit, and
- 3.2.2 Insurance risk management, to the City of Windsor Policies.

3.3 The Windsor Public Library Board is responsible for financial long-range planning, reserve funds, budget estimates, and budget implementation and oversight.

#### **3.4 Reserve Funds**

3.4.1 The Windsor Public Library Board will assure fiscal viability through the establishment and maintenance of reserve funds.

#### **3.5 Financial Year**

3.5.1 The financial year of the Windsor Public Library Board shall be from January 1 to December 31 each year.

#### **3.6 Audit**

3.6.1 As per the Windsor Public Library/City Amending Agreement of March 21, 2017: Section 3(a)

“(iii) Provide upon request of the Board and subject to the concurrence of the City acting reasonably, at no cost to the Board, the following services:

**3. Internal audit services;**

as the Board determines, in consultation with the City, to be necessary or appropriate to operate the Library.”

3.6.2 The accounts of the Windsor Public Library Board shall be audited by auditors approved by the Board and the City of Windsor at the conclusion of each financial year. The audited financial statement shall be provided to the City of Windsor and the Province of Ontario.

3.6.3 In accordance with the *Public Libraries Act, RSO 1990, chapter P44, section 24 (7)*, the accounts of the Board shall be audited by a person appointed under *section 296 of the Municipal Act, SO. 2001, c. 25* and submitted to the council annually.

3.6.4 An audit may also be undertaken, at such other times as the Windsor Public Library Board or City direct.

#### **3.7 Expense Reimbursement of Board Members and Employees**

3.7.1 Windsor Public Library Board members and employees may be reimbursed as per the City of Windsor policy for travel and other expenses incurred in carrying out assigned duties.

#### **3.8 Signing Authority and Bank Accounts**

3.8.1 As per the *Public Libraries Act, R.S.O. 1990, chapter P44, section 15 (4b)*, the Treasurer will open accounts in the name of the Windsor Public Library Board in a chartered bank, trust company or credit union approved by the Board.

- a) Contracts/Agreements - two of the following are designated as signing authorities with respect to contracts / agreements: Board Chair, Treasurer, CEO, ~~Director of Corporate Services~~, or Manager of Finance.

- b) Financial Transactions - two of the following are designated as signing authorities with respect to any financial transactions: ~~CEO, Director of Corporate Services, Manager of Finance, Manager of Collections or Manager of Board Operations~~ Mayor and City Treasurer (or one of four deputies in the City Treasurer's place).

### **3.9 Financial Monitoring**

- 3.9.1 The Windsor Public Library Board monitors the finances to ensure the ongoing financial position of the library is consistent with the priorities approved by the City of Windsor and the Board.
- 3.9.2 In accordance with the Public Libraries Act, s.24(7), the accounts of the Board shall be audited, by a person appointed under section 296 of the Municipal Act, S.O.2001, c.25 and submitted to the council annually on or before the date specified by the council.
- 3.9.3 The CEO will submit a copy of the financial statement to the provincial Ministry responsible for libraries as part of the requirements to complete the Ontario Public Libraries Annual Survey.

### **3.10 Budget**

- 3.10.1 In accordance with the Public Libraries Act, R.S.O. 1990, chapter P44, section 24 (1), annually the Windsor Public Library Board shall submit to City council, Capital and Operating budget estimates.
- 3.10.2 The CEO is authorized to operate the Windsor Public Library within the approved budget allocations.

### **3.11 Gifts and Donations**

- 3.11.1 Grants - The Windsor Public Library Board recognizes the importance of accessing alternative revenues.
- 3.11.2 Gifts in Kind - Windsor Public Library may accept unsolicited materials on the understanding that Windsor Public Library Board has unconditional ownership of materials. For further information see the Windsor Public Library Collection Development Policy.
- 3.11.3 Monetary Gifts - are accepted by the Windsor Public Library Board. Monetary gifts can be either conditional e.g. to purchase books, or unconditional e.g. for the support of the Windsor Public Library.

Policy Type: **Operational**

Policy Number: **O-23**

Policy Title: **Employee Code of Conduct Policy**

Policy Reviewed: September 2024

Effective: January 2025 - December 2027

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## 1. PURPOSE

1.1 The Windsor Public Library Employee Code of Conduct is a general guideline and educational tool intended to communicate the Windsor Public Library Board's expectations of its employees in the exercise of their duties.

## 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 *Canadian Charter of Rights and Freedoms; Canadian Criminal Code; Ontario Human Rights Code; Employers and Employees Act, R.S.O. 1990, c. E.12; Employment Standards Act, 2000, S.O.2000, c.41* and the *Labour Relations Act 1995, S.O.1995, c.1 Schedule A*.

2.3 The Employee Code of Conduct Policy reflects the Windsor Public Library Mission, Vision, Values and Customer Service Pledge:

**Windsor Public Library Values Statement** "Windsor Public Library values and respects its customers, partners, volunteers and staff."

2.4 This policy applies to all Windsor Public Library employees, students and volunteers.

2.5 Nothing in the Employee Code of Conduct is intended to conflict with the Windsor Public Library's obligations to its employees under the CUPE 2067.1 Collective Agreement and the City of Windsor's policies and procedures.

## 3. DEFINITIONS

**Workplace** - any Windsor Public Library building, building site, workshop, structure, mobile vehicle, or any other premises or location, whether indoors or outdoors, where employees are engaged in Windsor Public Library work.

**Conflict of Interest** - occurs when private or personal interests improperly influence, provide benefit to; or could reasonably be perceived, or be foreseen to; improperly influence the performance of work duties.

**Fraud** – is an intentionally deceptive action or statement designed to illegally or unethically gain at the expense of another.

## 4. GUIDELINES

4.1 The principles upon which the Employee Code of Conduct Policy are based include; all employees, students and volunteers, must at all times:



## Operational Policy

### O-23 Employee Code of Conduct

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- Be law abiding;
- Be respectful of customers, visitors, volunteers, security and colleagues;
- Provide excellent customer service;
- Promote workplace health and safety.

#### 4.2 The Windsor Public Library Board expects all employees, students and volunteers to:

- 4.2.1 Support the Windsor Public Library Mission, Vision and Values Statement.
- 4.2.2 Conduct the business affairs of the library with honesty, integrity, due diligence and competence in accordance with all policies and procedures.
- 4.2.3 Demonstrate quality and excellence in their work and the decisions they make by providing efficient and accurate services in supporting an innovative world-class public library.
- 4.2.4 Demonstrate a commitment to diversity and accountability, behaving in a welcoming, respectful and inclusive manner.
- 4.2.5 Engage in timely, direct and honest communications.

#### 4.3 Workplace Harassment / Discrimination

- 4.3.1 The Windsor Public Library Board will not tolerate gossip, bullying, harassment, or discrimination in the workplace or activities that may lead to a toxic or poisonous workplace.

#### 4.4 Illegal Substances

- 1.1.1 The Windsor Public Library Board will not tolerate impairment in the workplace. Employees are expected to report to work fit for duty. The use, distribution, storage, sale and/or possession of illegal drugs, alcohol or other intoxicating substances on Library property is prohibited.

#### 4.5 Political Activity

- 4.5.1 During working hours, an employee, student or volunteer may not campaign or actively work in support of a candidate, political party or election campaign.

#### 4.6 Media Relations

- 4.6.1 Personal use of social media should be respectful of the Windsor Public Library, customers, colleagues and the community.
- 4.6.2 When engaging in social or online forums outside of work, employees should make it clear that the views they express are their own and do not necessarily reflect library management or the Windsor Public Library Board.

#### 4.7 Fraud / Theft

- 4.7.1 The Windsor Public Library Board will not tolerate any fraudulent activities; including, but not limited to:
  - Misappropriation of funds, supplies or any other asset;
  - Improprieties in the handling or reporting of money transactions or receipts;
  - Forgery or alteration of documents, including the misrepresentation of information;



## Operational Policy

### O-23 Employee Code of Conduct

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- Unauthorized use of, disappearance, theft or destruction of Library property, equipment, materials or records;
- Authorization or receipt of payments for hours not worked or services not rendered.

#### 4.8 Conflict of Interest

- 4.8.1 An employee, student or volunteer is required to disclose a conflict of interest to their Supervisor, including circumstances that may represent an actual, perceived or potential conflict of interest.

#### 4.9 Confidential and Personal Information

- 4.9.1 It is the responsibility of every employee, student and volunteer to safeguard confidential and personal information and release this information only to those authorized to receive the information.

## 5. RESPONSIBILITY / CONSEQUENCES

5.1 The Chief Executive Officer or designate is responsible for the application of this policy

- 5.1.1 The CEO shall ensure that this policy is communicated to all employees, students and volunteers and is reviewed with all new employees.
- 5.1.2 It is the responsibility of all Windsor Public Library employees, students and volunteers to report to their Supervisor any breaches or perceived breaches to the Employee Code of Conduct.
- 5.1.3 Violation of the Employee Code of Conduct may result in disciplinary actions up to and including dismissal.

## **IN-CAMERA AGENDA**

Thursday, October 3, 2024  
350 City Hall Square West – Room 140

1. CALL TO ORDER
2. MOTION TO APPROVE THE AGENDA AND MOVE IN-CAMERA FOR THE PURPOSE OF CONSIDERATION OF THE ITEMS OF BUSINESS
3. AGENDA ITEMS

Item No.	Subject & Section - Pursuant to <i>Public Libraries Act</i> 16.1 (4)
3.1	<i>personal matters about an identifiable individual – Section 16.1 (4)(b)</i>
3.2	<i>the security of the property of the board – Section 16.1(4)(a)</i>
4. DISCLOSURE OF PECUNIARY INTEREST
5. MOTION TO MOVE BACK INTO PUBLIC SESSION FOR THE PURPOSE OF ADOPTING RECOMMENDATIONS AND PROVIDING THE CLERK WITH INSTRUCTIONS
6. MOTION TO ADJOURN