

# Policy Manual



## **Our Mission**

Informing, enriching and connecting Middlesex County.

## **Our Mandate**

To provide effective and efficient user-driven services to satisfy the information and reading needs of residents, businesses and governments serving Middlesex County.

# Middlesex County Library Policy Manual

## Table of Contents

### **GOVERNANCE ..... TAB 1**

1. Organization of Board
2. Policy
3. Planning
4. Finances
5. Advocacy
6. Trustee Orientation

### **ADMINISTRATION ..... TAB 2**

1. Accessibility
2. Privacy
3. Safety, Security and Emergencies
4. Publicity

### **FACILITIES AND EQUIPMENT ..... TAB 3**

1. Branch Library Facilities
2. Variable Lease Rates
3. Open Hours
4. Telecommunications
5. Computers
6. Photocopiers
7. Exterior Signs
8. Layout and Interior Signs
9. Display, Sales, and Petitions
10. Library Program Rooms
11. The Library and Political Elections

### **RESOURCES ..... TAB 4**

1. Collections
2. Access to Resources
3. Human Resources

**SERVICES ..... TAB 5**

1. Lending of
2. Special Services
3. Readers' Advisory
4. Information Services
5. Programming
6. Children's
7. Community Information
8. Local History
9. In-Library Device Loans

**PARTNERSHIPS AND COOPERATION ..... TAB 6**

1. Inter-Library
2. Links with Other Organizations and

**APPENDICES ..... TAB 7**

**A:** Accessibility Plan for Middlesex County Library

**B:** Sample Letter of Exclusion

**C:** ARUPLO Guidelines for Rural/Urban Policy Library Standards

**D:** Program Room Booking Form

**E:** Branch Programming and Activity Guidelines

**F:** Volunteer Application for Middlesex County Library

**G:** Request for Reconsideration of Library Material

**H:** Device Lending Agreement

## **GOVERNANCE**

## **GOV**

1. Organization of the Board
  - GOV 1.1 Governing Body
  - GOV 1.2 Chair
  - GOV 1.3 Officers
  - GOV 1.4 Meetings
  - GOV 1.5 Record
  - GOV 1.6 Terms of Reference
  - GOV 1.7 Evaluation of Director
  - GOV 1.8 By-Laws
2. Policy
  - GOV 2.1 Process
  - GOV 2.2 Distribution
  - GOV 2.3 Review
3. Planning
  - GOV 3.1 Policy
  - GOV 3.2 Public Consultation
  - GOV 3.4 Report to the Public
4. Finances
  - GOV 4.1 Budget
  - GOV 4.2 Meeting with the Council
  - GOV 4.3 Financial Records
  - GOV 4.4 Financial Reports
  - GOV 4.5 Fundraising and Donations
  - GOV 4.6 Corporate Sponsorship
5. Advocacy
  - GOV 5.1 Policy
  - GOV 5.2 Presentation of Annual Report to Council
  - GOV 5.3 Participation in Community Activities
  - GOV 5.4 SOLS
6. Trustee Orientation
  - GOV 6.1 Orientation
  - GOV 6.2 Background
  - GOV 6.3 Current Information

**1. Organization of the Board**

July 2016

**GOV 1.1 Governing Body**

The library has a governing body which is constituted in accordance with the provisions of, and operates in conformity with, current Ontario public library legislation. The Middlesex County Library Board is comprised of five board members: 3 citizens and 2 members of council, appointed by the Middlesex County Council.

**GOV 1.2 Chair**

The Board elects a Chair annually.

**GOV 1.3 Officers**

The board annually elects other officers (eg. secretary).

**GOV 1.4 Meetings**

The board has regularly scheduled meetings once a month for at least 10 months each year. Roberts Rules of Order is used as a procedural guide.

**GOV 1.5 Record**

The board keeps a written record of the proceedings of its meetings which are reported each month at county council.

**GOV 1.6 Terms of Reference**

Middlesex County Library is specifically included on the County by-laws.

**GOV 1.7 Evaluation of Director**

Middlesex County Library Board, in conjunction with the CAO, evaluates the performance of the library Director.

**GOV 1.8 By-Laws**

Middlesex County Library operates under the by-laws of Middlesex County.

### 2. Policy

August 2016

#### **GOV 2.1 Process**

The Director drafts written policies which help define library programs, provide direction for future action, clarify what the board hopes to accomplish over time and ensure that the library's philosophy or mission is implemented. These draft policies are amended / adopted by board motion.

#### **GOV 2.2 Distribution**

Current board policies are distributed electronically to all library staff, print copies will be distributed to all Library Board members, and a digital copy of the policy manual is available on the library's website.

#### **GOV 2.3 Review**

The library board reviews policies once a year at the November board meeting or as needed.

**3. Planning**

September 2016

**GOV 3.1 Policy**

The Board has a Mission Statement and mandate which are reviewed periodically. On-going planning evolves from visioning sessions on specific topics as part of the regular agenda for Board Meetings as well as participation in County Council strategic planning, community cultural planning undertaken by the lower tier municipalities, presentations to community groups including Friends groups and participation in community activities, individual branch reviews conducted between the branch supervisors and library management, comment from the public, analysis of statistical data and benchmarks using the ARUPLO measurement tool, and other public library tools and guidelines.

**GOV 3.2 Public Consultation**

Library patrons are encouraged to share concerns or suggestions about library service. All public comments and suggestions are reviewed by the Branch Supervisor and the County Librarian on an ongoing basis or at the annual branch review. Results are used in the planning process.

**GOV 3.3 Report to the Public**

The board reports the library's progress in fulfilling its plans through the annual report, newspaper coverage, and monthly board minutes posted for the public and received by county council.



**4. Finances**

October 2016

**GOV 4.1 Budget**

The board, in cooperation with the CEO, prepares and approves an annual operating budget for the library.

**GOV 4.2 Meeting with the Council**

The board meets formally with the County Council to explain its budget requests.

**GOV 4.3 Financial Records**

The Treasurer of the County of Middlesex is responsible for the maintenance of accurate financial records and payroll. The library follows county purchasing policy and is included in the county audit. Financial statements are prepared by the County auditor and approved by the Board each year.

**GOV 4.4 Financial Reports**

The County Treasurer prepares written financial reports which the Board reviews at its regular meetings.

**GOV 4.5 Fundraising and Donations**

October 2016

Middlesex County Library gratefully accepts and encourages donations, gifts and sponsorships from individuals, groups, foundations and corporations, for the purpose of enhancing library services, subject to this policy. The Library actively solicits and encourages the business community, service clubs and other organizations to become donors and/or sponsors of Library events, programmes and services, which will benefit the community by allowing the Library to increase the level of service it can provide to the residents of Middlesex County.

Fundraising may be undertaken at a county-wide or local level, and may take place either as a Board initiative or through headquarters or branch proposals. However, all fundraising projects or requests for donations must be considered and approved by the Board before any action is taken.

## GOVERNANCE

## GOV

The board welcomes donations from organizations and individuals who wish to support the library. Discussions with potential donors regarding the use of donated funds or the suitability of items (except where guidelines have been developed, eg. books) shall be carried out by the Director of Library Services before donations are accepted.

Upon approval by the board, items may be donated to the library in either of two ways:

- 1) The approved item may be purchased by the donor and presented to the library.
- 2) A cash donation may be made with the request that the board spend the monies as designated.

Tax receipts will be issued to individuals donating \$10.00 or more.

### GOV 4.6 Corporate Sponsorship

October 2016

All corporate offers shall be evaluated according to the following principles. Middlesex County Library has a responsibility to:

- 1) Demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.
- 2) Safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to or cause discrimination against sectors of the community.
- 3) Protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials
- 4) Ensure the confidentiality of user records by not selling or providing access to library records.
- 5) Be sensitive to the local political and social climate and select partners who will enhance the library's image in the community.

**5. Advocacy**

November 2008

**GOV 5.1 Policy**

The Middlesex County Library Board recognizes its role in maintaining vital links between the library system and the community it serves. Trustees will strive to be aware of the political climate in the community, develop relationships with the councillors and keep the library in the forefront of the councillor's minds. Should a particular trustee be a councillor representative, their role is even greater in bringing the message of the library to the council.

**GOV 5.2 Presentation of Annual Report to Council**

The Director of Library Services presents the library annual report to the county council to review the library's services, plans, and achievements.

**GOV 5.3 Participation in Community Activities**

Board members, headquarters staff and branch library staff regularly participate in activities aimed at increasing community and agency awareness of the variety and importance of public library services.

**GOV 5.4 SOLS**

The board appoints a member to the Southern Ontario Library Service (SOLS) Area Trustee Council.

**6. Trustee Orientation**

November 2005

**GOV 6.1 Orientation**

Each board member is provided with information on library services and board responsibilities. The Board tours all facilities on a regular basis to allow board members to become familiar with the library system.

**GOV 6.2 Background**

Board members are provided with background materials (eg. financial reports, library legislation etc.).

**GOV 6.3. Current Information**

Board members are kept up to date on new developments in library matters through information provided by the Director of Library Services and through regular reports at meetings of the board.

## **ADMINISTRATION**

## **ADMIN**

1. Accessibility
2. Privacy
3. Safety, Security and Emergencies
  - ADMIN 3.1 Health and Safety
  - ADMIN 3.2 Security
  - ADMIN 3.3 Working Alone
  - ADMIN 3.4 Rules for Use of the Library
  - ADMIN 3.5 Emergency Procedures
4. Publicity

### 1. Accessibility

February 2009

**ADMIN 1.1** All citizens of Middlesex County have a right to equitable library and information services.

**ADMIN 1.2** Library staff shall treat person with disabilities with the consideration, dignity and respect to which all patrons are entitled.

**ADMIN 1.3** The Library shall, on an ongoing basis, evaluate its programs, services and collections to ensure their effectiveness and relevance to the needs of all persons in the community.

**ADMIN 1.4** Planning services for people with disabilities shall be integrated into the Library's overall planning process. *(See Appendix A)*

**ADMIN 1.5** Staff shall be trained and available to help patrons with disabilities use equipment and access materials.

**ADMIN 1.6** The library shall acquire and make available material usable by patrons with disabilities who have difficulty in using, or who are unable to use, regular print materials.

**ADMIN 1.7** Acquisition of accessible format materials (e.g. large print books, talking books etc.) shall be based on the needs of the community and local priorities.

**ADMIN 1.8** Acquisition of accessible formats should appeal to a variety of interests and needs.

**ADMIN 1.9** The Library shall make use of technology that helps adapt regular library material and services for use by persons with disabilities.

**ADMIN 1.10** The Library shall endeavour to make its facilities accessible to, and safe for, persons with disabilities.

**ADMIN 1.11** The Library will cooperate with local municipal governments regarding accessibility plans for library facilities which are municipally owned.

**ADMIN 1.12** The Library shall endeavour to make local residents with disabilities aware of the services the Library provides.

### 2. Privacy

January 2017

Middlesex County Library is committed to protecting the privacy of information given by individuals wishing to use the services of the library. The Library collects this information in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER C.11 and under the authority of the Public Libraries Act, R.S.O., 1990, CHAPTER P. 44 in order to conduct library operations.

#### **Middlesex County Library collects the following information when registering a new user:**

- Name, address, telephone number, name of guardian (in the case of minor children), email (optional)

Personal information is collected and used by internal staff for the purpose of providing library services including, but not limited to the following:

- Access to library materials and services
- Program Registration
- Computer use and bookings
- Electronic communications – email alerts for holds, fines, fees or outstanding library materials
- Non-identifying statistical purposes
- Fraud prevention or abuse of library services

Information will only be used for the purpose for which it was collected, and will not be disclosed except with the consent of the individual or as required by law.

**Consent:** Consent to collect personal information is provided by any one of the following scenarios:

- Verbally by the patron at the time of registration
- Patron accepting and signing a Middlesex County Library card
- Patron completing and submitting an application form
- Patron completing and submitting an electronic form

Individuals may choose not to provide all requested information. However, this may result in the Library not being able to provide the individual with all available services.

Parents or legal guardians must be able to give consent for a child under the age of 13 to access library services.

## **ADMINISTRATION**

## **ADMIN**

### **Disclosure of Personal Information:**

MCL has a responsibility to respect the privacy of individuals and the confidential nature of personal information. Staff may view and amend patron records as required to perform appropriate library functions. Staff are not permitted to view or amend records outside of the scope of their duties.

Personal information may be provided to law enforcement officers by the Director of Library Services, or designate. Other library staff are not permitted to release personal information.

Personal Information may only be disclosed if:

- A subpoena or court order is presented, or an active law enforcement investigation is underway.
- An adult patron gives written consent
- A legal guardian for minor children gives written consent
- Information is required to ensure the safety of library staff, to protect the library property, or to enforce library policy.
- In accordance with section 32 of MFIPPA.

Parents and legal guardians may request to access library records for children under the age of 13. Access to records may be provided after the identity of the parent/guardian is confirmed and the age of the child is established.

Staff who are registered as patrons of the library have the same privacy and confidentiality rights as members of the public.

Accuracy: MCL updates patron information bi-annually. Patrons may change their personal information at any time, by visiting any branch location. Photo identification with a current address is required to verify patron records.

### **Retention of Information:**

Personal information is collected voluntarily and stored electronically in a central database. Personal information is used to create a borrower record. Borrower records allow the library to assign resources and services to an individual.

### **Resource and service transactions remain on the database:**

- As long as circulation records indicate an item remains on loan
- As long as fees or fines associated with library materials or services remain unpaid
- As a historical record of items lost, material fees and fines remain attached to all borrower records
- To provide a circulation record to assist library staff with the selection of materials for patrons unable to independently attend the library

Temporary backup files of database transactions are created and saved on a daily, monthly and quarterly basis. Files are saved for the purpose of restoring data in case of a system failure and are stored securely, and disposed of on a routine schedule.



## ADMINISTRATION

## ADMIN

**Disposal:** Paper and electronic records no longer needed to conduct library business are shredded prior to disposal.

**Background documents:** Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) R.S.O. 1990, CHAPTER M. 56, Child and Family Services Act, R.S.O., 1990, CHAPTER C.11 and under the authority of the Public Libraries Act, R.S.O., 1990, CHAPTER P. 44 in order to conduct library operations.

## **ADMINISTRATION**

## **ADMIN**

### **3. Safety, Security and Emergencies**

December 2012

Middlesex County Library endeavor to provide a safe and secure environment for its library staff to carry out their duties and for members of the public who use the library. Police services may be contacted at the discretion of library staff.

#### **ADMIN 3.1 Health and Safety**

Library facilities are inspected on a regular basis by the General Administration and Libraries Health and Safety Committee. Infractions are dealt with by staff or referred to building owners.

#### **ADMIN 3.2 Security**

Facility security is achieved through a combination of monitored security systems, key holder lists and training in security procedures.

#### **ADMIN 3.3 Working Alone**

When staff are required to work alone there are procedures in place to reduce personal risk. These can include: personal alarms, security mirrors, code word call systems and training in violence prevention.

#### **ADMIN 3.4 Rules for the Use of the Library**

September 2017

The patrons of Middlesex County Library branches are expected to conduct themselves in a manner that does not disturb other library patrons, disrupt the operation of the library or cause damage to library material, furnishings or equipment.

Library patrons are asked to observe the following Rules for the Use of the Library:

- Appropriate attire, including shirts and footwear, is required
- Smoking or vaping is not allowed
- Audio equipment shall not be played so that it disturbs others
- Cell Phone calls are to be quiet and brief with phones set to silent or vibrate
- Noisy or disorderly conduct; use of profane, abusive or threatening language or behaviour toward staff or other patrons, or other disruptive activities are not allowed
- No solicitation is allowed
- Defacement, misuse or theft of library material, furnishings or equipment is not allowed

## **ADMINISTRATION**

## **ADMIN**

- When using public access Internet workstations or wifi, patrons must follow the Public Internet Acceptable Use Policy
- No animals other than service animals are allowed.
- No roller blades, skateboards, bicycles or other sporting equipment are allowed in Library
- Carrying, displaying or using weapons is prohibited
- While Middlesex County Library Board welcomes children using library services, children remain the sole responsibility of their parents/guardians and are not to be left unattended in the library.
- Police Services may be contacted at the discretion of Library staff

Persons in contravention of the above Rules will be asked to leave the library.

Repeated offences may result in exclusion from entering all branches of Middlesex County Library. A Notice under the Trespass to Property Act, RS01990 Section 3(1), may be issued. (*See Appendix B*).

### **ADMIN 3.5 Emergency Procedures**

Middlesex County Library has written emergency procedures in place and staff are trained in emergency management planning.

**4. Communications**

February 2017

The Middlesex County Library Board strives to communicate, both internally and externally, in a positive and professional manner. MCL recognizes the value of effective and engaging communication with users and stakeholders. A variety of tools and formats will be used to communicate effectively.

Support for the creation of promotional materials will be provided by designated library staff. Branch Staff receive guidelines and templates to assist with creating promotional materials for branch activities, services, and programs. In-house publications will follow accessibility guidelines and standards, and will follow established design guidelines for a consistent look and feel.

When communicating via official statement regarding governance, financial matters, or Board decisions, the Chair of the Middlesex County Library Board and/or the Director of Library Services, will be the spokesperson. These spokespersons may assign other representatives to speak on certain topics as appropriate.

Library staff may be designated by the Director to speak to the media about services and programs for which they are responsible.

# **FACILITIES AND EQUIPMENT**

# **FAC**

1. Branch Library Facilities
  - FAC 1.1 Responsibility of Local Municipality
  - FAC 1.2 Branch Libraries
  - FAC 1.3 Branch Facilities Standards
  - FAC 1.4 Accessibility Standards
  - FAC 1.5 Leasing Standards
  - FAC 1.6 Safety Standards
2. Variable Lease Rates
3. Open Hours
4. Telecommunications
5. Computers
  - FAC 5.1 Online Public Access Catalogue (OPAC)
  - FAC 5.2 Public Internet Acceptable Use Policy
    - FAC 5.2.1 Internet Use Policies
    - FAC 5.2.2 Homework / Personal Project Computer
  - FAC 5.3 Wireless Internet Access
  - FAC 5.4 Downloading and Printing
6. Photocopiers
  - FAC 6.1 Access Copyright
7. Exterior Signs
  - FAC 7.1 Wording
  - FAC 7.2 Hours
  - FAC 7.3 Directional Signs
8. Layout and Interior Signs
9. Display, Sales and Petitions
  - FAC 9.1 Library Display Space
  - FAC 9.2 Sales
  - FAC 9.3 Petitions
10. Library Program Rooms
11. The Library and Political Elections

## 1. Branch Library Facilities

The Middlesex County Library Board is committed to providing effective, relevant and responsive library service to the residents, businesses and government bodies of Middlesex County.

### **FAC 1.1 Responsibility of Local Municipality**

It is the responsibility of the local municipality in which the branch library is located to provide a suitable space for its operation.

### **FAC 1.2 Branch Libraries**

The location, number and size of branch libraries will be planned, approved and funded with the approval of the Board, the local municipality and Middlesex County Council.

**FAC 1.2.1** Branch library locations will be determined by the Board in consultation with the local municipality.

**FAC 1.2.2** Co-location with other community services will be preferred.

**FAC 1.2.3** Locations on main thoroughfares in population centres will be preferred.

### **FAC 1.3 Branch Facilities Standards**

As facility standards, the Board will use the *Administrators of Rural-Urban Public Libraries of Ontario (ARUPLO) Guidelines for Rural/Urban Public Library Systems* (20012 or subsequent editions) to determine the suitability of the space provided by or proposed by a municipality. (See Appendix C)

### **FAC 1.4 Accessibility Standards**

The Accessibility for Ontarians with Disabilities Act (AODA) standards for Accessible Built Environment and for Accessible Customer Service will also be used to determine the suitability of the space provided by or proposed by a municipality.

### **FAC 1.5 Leasing Standards**

The Middlesex County Library Board will lease space from the municipality using a standard lease agreement.

**FAC 1.5.1** The lease agreement will set out the respective responsibilities of the Board and the municipality.

**FAC 1.5.2** The lease agreement will be customized as appropriate for each branch library.

### **FAC 1.6 Safety Standards**

Library branch facilities must provide a safe and secure workplace for staff and comply with pertinent legislation. Regular inspections by the Joint Health and Safety Committee will be carried out and concerns arising from these inspections, as well as worker concerns, will be addressed by the Board and the municipality.

## FAC 2 Variable Lease Rates

July 2016

This policy provides a framework for the Middlesex County Library Board to manage variable lease rates of library facilities in a way that is reasonable, in the best interests of the County of Middlesex, and abides by the requirements of the Municipal Act, the Assessment Act, and other applicable statutes with respect to the leasing of municipal property.

This policy applies to existing and proposed leases between municipalities incorporated under the laws of the Province of Ontario (Landlord) and Middlesex County Library Board (Tenant) for library facilities.

### Responsibility

**2.1** The Middlesex County Library Board is responsible for ensuring the terms and conditions of the lease held with the municipality.

**2.2** County Council or its delegated authority will approve all lease rates. All changes to library leases are subject to approval by the Library Board and County Council.

### Criteria

**2.3** Library facilities are categorized as Comprehensive, Enhanced and Basic. Eligibility is determined by the Library Board in accordance with the Library Board Facility Policy.

**Basic facilities** meet basic library needs of population served, programming space is not provided and facility may not meet the requirements of the Library Board Facility Policy.

**Enhanced facilities** meet the Basic facility criteria, and meet the requirements of the Library Board Facility Policy, provide administrative space for staff and include programming space for programs to be held during open hours.

**Comprehensive facilities** meet the Enhanced facility criteria, are larger than 6,000 square feet, provide a designated programming space for employment and library-related programs, and secured offices for itinerant providers. Comprehensive facilities must be located in an area of the County identified by the Library Board including: Lucan-Biddulph, Strathroy-Caradoc, North Middlesex, Thames Centre, and Southwest Middlesex.



**Allocation**

**2.4** Municipalities wishing to be considered for a lease under this policy can register their interest with the Middlesex County Library Board. It is at the discretion of the Library Board to lease on terms and conditions fixed for purposes which it deems to be in the best interest of the Corporation of the County of Middlesex.

**Rent Rates**

**2.5** The Library Board will pay Basic facilities \$6.28 per square foot (2012).

**2.6** The Library Board will pay Enhanced facilities \$7.21 per square foot (2012).

**2.7** The Library board will pay Comprehensive facilities \$9.93 per square foot (2012).

**2.8** Rates for all Library facilities will be negotiated with appropriate terms that will allow the County to increase fees annually. As a minimum standard, rent increases will be negotiated as annual fixed step increases in line with the Consumer Price Index for Ontario.

**3. Open Hours**

April 2017

The Middlesex County Library Board is committed to offering convenient hours of service to its users. Open hours are determined by the Board, based on factors such as circulation and recognized need in the community, and subject to financial resources. The scheduling for open hours is determined by the Director of Library Services in consultation with branch staff.

The Board shall provide notice of changes in operation 30 days prior to the change becoming effective.

Middlesex County Library branches may be closed due to inclement weather or emergencies, at the discretion of the Director of Library Services or designate. During a temporary closure, every effort will be made to inform the public and staff.

### 4. Telecommunications

November 2015

Telephones are intended for use by the library staff.

Fax machines may be used to send (not receive) transmissions only, at a fee of \$0.50 per page local, \$1.00 per page long distance - *Effective December 1 2015*. Faxes related to government services, social services, partnership programs, legal aid, applications for education and employment services are no charge.

## 5. Computers

November 2010

### **FAC 5.1 Online Public Access Catalogue (OPAC)**

At least one computer in each branch shall be designated as the OPAC computer.

### **FAC 5.2 Public Internet Acceptable Use Policy**

May 2019

The purpose of this policy is to outline the acceptable use of Middlesex County Library's Complimentary Public Internet Access Service.

This policy applies to any member of the public utilizing the Complimentary Public Internet Access Service at any Middlesex County Library branch. This includes:

- The use of public library computers or equipment, and;
- Any laptops or other mobile devices such as smartphones, tablets or related devices.

Middlesex County Library provides free public access to the Internet. Users must sign in with staff before using public workstations. Time at workstation may be limited.

Any User using the Service are solely responsible for their use while accessing the Internet. Users whose children are using the Service, are responsible for their children's use while using the Service to access the Internet. All Users will agree to comply with the terms and conditions set out in this policy.

Users are responsible for determining the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use and must not use the Internet for illegal purposes including copyright violation, obscenity, child pornography, sedition and the incitement of hate. The use of Service for these and any other illegal purposes is prohibited.

Certain copying or distribution of materials found on the Internet may infringe on Canadian copyright laws. Middlesex County Library is not responsible for such infringements.

Users must be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves. Users are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct on the Internet. Middlesex County Library assumes no responsibility for the security and privacy of online transactions.

While using the Service, Users shall not:

1. Post or otherwise distribute information constituting or encouraging conduct that would constitute a criminal offense or give rise to civil liability, or otherwise use the Service in a manner which is contrary to law or would serve to restrict or inhibit any other individual from using or enjoying the Service or the Internet;
2. Upload or download, post, publish, or otherwise reproduce, distribute or provide access to information, software or other material which:
  - a. is confidential or is protected by copyright or other intellectual property rights, without prior authorization from the rights holder(s);
  - b. is defamatory, obscene, pornography or hate literature;
  - c. constitutes invasion of privacy, appropriation of personality, or unauthorized linking or framing;
3. Post messages constituting "spam", which includes but is not limited to:
  - a. unsolicited e-mail messages;
  - b. inappropriate postings to social media;
  - c. any online harassment;
4. Post any information or software which contains a virus, malware, or any other harmful or disruptive program;
5. Use the Service for an unattended automated operation, including but not limited to point-of-sales applications, or programs simulating network as to negatively affect the Service;
6. Monitor the Service, or third-party data, systems or network traffic;
7. Interfere with Service to any other individual who is using the Service, host or network including, without limitation; deliberate attempts to overload a system using broadcast attacks.

## **Availability**

The Service is complimentary. While every attempt will be made to ensure that the Service is available, Middlesex County Library shall not be held responsible for any inconvenience, loss or damage should the Service be unavailable. Please report any issues with the Service to Library Staff.

### **Responsibilities of Users**

Middlesex County Library will not assume any responsibility for your acts or omissions or that of any User who uses the Service. A User with Internet access can cause damage, incur expenses and enter into contractual obligations while on the Internet. All such matters are your responsibility. Protection of your use of the Service is your responsibility.

## **Privacy**

Middlesex County Library cannot guarantee privacy while using the Service. Your activity while using the Service may be the subject of unauthorized third-party interception and review. Middlesex County Library recommends that the Service not be used for the transmission of confidential or sensitive information. Any such use shall be at the sole risk of the User using the Service.

## **Network and System Security**

Users are prohibited from violating any system or network security measure, including but not limited to; attempting to engage in unauthorized access or use of the Middlesex County Library or third-party networks, data or information.

## **Monitoring**

Middlesex County Library has no obligation to monitor the Service. However, in order to protect User's use of the Service and the Service itself, Middlesex County Library will reserve the right to electronically monitor the Service to ensure its appropriate and lawful use by Users.

Middlesex County Library takes the privacy of Users seriously and will not intentionally monitor or disclose User's use of the Service unless required by law.

## **Non-Compliance**

If a User is found to be in violation of this policy, the User's access to the Service will be temporarily disabled. If the User continues to violate the terms and conditions of this policy, the User's access to the Service may be permanently removed.

Middlesex County Library reserves the right to control access to the Service to ensure the safety and security of the Service and that of User's use of the Service.

Users who, in the opinion of staff, view sites or material that may be offensive to others will be asked to desist and, if they continue, may lose Internet privileges or be asked to leave the Library.

## **FACILITIES AND EQUIPMENT**

## **FAC**

### **FAC 5.2.1 Internet Use Policies**

Middlesex County Library subscribes to the Internet Use Principles approved by the CLA Executive Council, Nov. 8, 1997, amended Feb. 27, 2000.

*The Canadian Library Association encourages libraries:*

*To offer Internet access with the fewest possible restrictions*

*To familiarize themselves, their governing bodies and their communities with the legal issues surrounding the provision of Internet access and to integrate such legal reference points into their access policies*

*To incorporate Internet use principles into overall policies on access to library resources, including time, place and manner restrictions on Internet use, and user behavior policies and to publicize these policies widely and post them prominently in library facilities and on electronic media*

*To safeguard the long-standing relationships of trust between libraries and children, their policies and practices, acknowledging the rights and responsibilities of parents and guardians*

*To create library web pages consistent with resource priorities that point to appropriately reviewed sites both for general use and for use by children*

*To educate their public about intellectual freedom principles and the shared responsibility of public and school libraries, parents and guardians in facilitating access to resources in various forms of media, including the Internet*

*To assume active leadership in community awareness of, and dialogue on, the yet non-selective and unregulated medium in libraries*

### **FAC 5.2.2 Homework/Personal Project Computer**

Computers will be designated as Homework/Personal Project Computers at selected branches. These computers will offer selected software and Internet access to students and others preparing projects for school or personal use.

## **FACILITIES AND EQUIPMENT**

## **FAC**

### **FAC 5.3 Wireless Internet Access**

May 2019

We offer free wireless access in all of our branches.

#### **Your Equipment**

- When using your own computer or mobile device to access the Service, please be aware that it is your responsibility to ensure that your computer or mobile device meets the minimum requirements as being necessary to use the Service.
- From time to time, the computer equipment required to access and use the Service may change. Accordingly, your computer equipment may cease to be adequate to access and use the Service.
- Your computer equipment is your responsibility. Middlesex County Library is not responsible for any damage to your computer equipment, or for any viruses, or other harmful content that may impair your use of your computer.

### **FAC 5.4 Downloading and Printing**

November 2015

Users may download to their own disk / memory stick. Printing charges are \$0/15 per printed side for black & white, \$0.25 per printed side for colour - *Effective December 1 2015.*

Prints and copies related to reference inquiries, government services, social services, partnership programs, legal aid, applications for education and employment services are no charge.



**6. Photocopiers**

November 2015

The board recognizes the benefits to both the community and the library patrons gained by the availability of a photocopier in a library. In selected locations, the Board provides a photocopier for public use. The price per copy will be \$0.15 per printed side for black & white, \$0.25 per printed side for colour – *Effective December 1 2015.*

**FAC 6.1 Access Copyright**

The Middlesex County Library Board is responsible for the Access<sup>8</sup> licensing agreement on each of its public photocopier locations. The following notice will be posted:

***We Copy Right***

*Under Canada's Copyright Act, it is illegal to copy most published materials without permission. Thanks to a license with Access Copyright, you are authorized to copy at this machine. However, there are some limits to how much of a work you can copy, and photocopying should never replace the purchase of a book. These limits also apply to an entire newspaper article or page, an entire single short story, play, poem, essay or article from a book or periodical issue containing other works, an entire single item of print music from a book or periodical issue containing other works, an entire entry from an encyclopedia, dictionary, annotated bibliography or similar reference work. The license does not cover: Crown publications, most print music, works intended to be used and replace (such as workbooks), letters to the editor and advertisements, publications containing commercially valuable proprietary information (such as newsletters), works on the exclusions list, and works containing a notice expressly prohibiting copying under license with a collective society.*

### **7. Exterior Signage**

June 2015

#### **FAC 7.1 Wording**

Branches shall be designated as \_\_\_\_\_ Library: a Branch of Middlesex County Library.

#### **FAC 7.2 Hours**

Library hours are clearly visible from the exterior of the branch.

#### **FAC 7.3 Directional Signs/Exterior Signage**

Directional signage indicates presence and location of the library in the community.

This policy shall apply to all Middlesex County Library branches and Middlesex County Library Headquarters.

The overall principles for all exterior library signs are that they shall be:

- Durable (both weather and fade resistant);
- Easily revised
- Vandal resistant

The cost sharing arrangement between the Library Board, local Municipality and fundraising body be discussed on a case-by-case basis by the Library Board and direction be given to Director of Library Services to provide further explanation of cost-sharing to Local Municipality and fundraising bodies.

Requests for new signs shall be registered with the Middlesex County Library Board. The Library Board shall grant final approval for the sign artwork as well as the location.

The Library Board shall, with the aid of the Director of Library Services, ensure that the information displayed on exterior signs is up-to-date and correct.

The municipality is responsible for maintaining the exterior sign, as required and for keeping all such units free of graffiti at all times.

The Library Board will work cooperatively with the local municipality to determine the successful development, specifications, fabrication, installation and ultimate maintenance decisions of the exterior sign.

## **FACILITIES AND EQUIPMENT**

## **FAC**

### **FAC 7.4 Cost Sharing**

When undertaking the construction of new signage, a cost sharing arrangement between the Library Board, local Municipality and fundraising body shall be considered. Upon approval by the Library Board, project costs shall be split 1/3 Library Board, 1/3 local Municipality, and 1/3 fundraising body.

### **FAC 7.5 Project Management**

The Library Board will work cooperatively with the local municipality to determine the successful development, specifications, fabrication, installation and ultimate maintenance decisions of the exterior sign.

### **FAC 7.6 Maintenance**

General physical maintenance of signage shall be the responsibility of the facility owner/local municipality. Signage shall be kept free of graffiti at all times.

### **8. Layout and Interior Signs**

November 2005

Systemic layout and interior signs will allow self-directed use of facility.

### **9. Display, Sales, Petitions**

November 2005

#### **FAC 9.1 Library Display Space\***

Library display space is reserved for the exclusive use of the library or its program partners. The space will be used to promote the collection, library programs, library initiatives or partner activities.

\* includes:    Display Cases  
                  Bulletin boards (excluding Community Bulletin Boards)

#### **FAC 9.2 Sales**

Sales of books or other items, and charity donations are not permitted in the Library with the exception of Library fundraising items (mugs, book bags, etc.) and at book launches or author readings where one time book sales are permitted.

#### **FAC 9.3 Petitions**

Petitions are not to be displayed in the Library.

**10. Library Program Rooms**

October 2017

Where program rooms exist, these areas are part of the space leased by the Middlesex County Library Board from the local municipality for the primary purpose of providing library services and programs to the residents of Middlesex County. This includes co-sponsored programs where a Middlesex County Library staff member is in attendance and is responsible for the use of the room.

**PURPOSE**

The provision of program rooms for groups is to provide a space for civic, educational and cultural activities. These policy and procedures are provided to ensure consistent and fair use of the library's programming and meeting room space.

**POLICY**

1. Use of program rooms for Library-sponsored purposes takes precedence over other uses.
2. Program rooms shall be used for co-sponsored library programs and shall not be used by external groups for:
  - a. The solicitation of business, for profit or for fundraising
  - b. Personal activities or private social functions
  - c. Purposes that are disruptive to the normal operations of the library
  - d. Purposes that contravene the law, municipal bylaws or Library policies.
3. The library reserves the right to deny request/frequency of use/cancel bookings.
4. Fees may not be charged for the use of the program room.
5. The library reserves the right to close the building in extremely bad weather or unforeseen emergencies. Inquiries should be made by calling the library.
6. Exceptions to this policy and guidelines will be made at the discretion of the Library as it seems in the interests of the Library and the community.
7. Failure to comply with Library directives as outlined in these policies and guidelines may result in cancelling future use.

**Bookings**

1. A "booking" is defined as the use of the room for any portion of time from one (1) to eight (8) hours.
2. Permission for use of a program room is not transferable.
3. Subject to availability and approval, an organization will be given approval to use a program room by the Director of Library Services or designate.
4. Groups must make one contact person responsible for room bookings.
5. The Organization using the program room shall protect, defend, indemnify, and save harmless the local municipality that owns the facility, the Middlesex County

## **FACILITIES AND EQUIPMENT**

## **FAC**

Library Board and the Corporation of the County of Middlesex (the “Indemnified Parties”) from all claims, actions and proceedings, including any costs and expenses, incurred by the Indemnified Parties arising from the Organization’s use of the Property, or any act or omission of the Organization or their members, officers, employees, agents or contractors or any person who attends the event.

6. Topics for discussion and names of speakers with their affiliation must be disclosed at the time of booking.
7. Any group wanting to book a program room must submit an application on the form provided by the library (Appendix D).
8. An application will not be accepted more than 90 days in advance of the requested date.

### **Rules for Use**

1. All persons associated with the event must agree to leave the building at the times specified when room bookings arrangements are made.
2. The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
3. All premises must be left in an orderly and clean condition.
4. Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
5. The serving of liquor is not allowed.
6. No material may be posted on walls or windows of meeting room.
7. Groups will be responsible for the set up and arrangement of the meeting room for their meeting and will return the room back to its original state when finished.
8. Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

### **Promotion of Programs Held in Library Program Rooms**

1. Groups must clearly specify their official names in all promotional material for meetings at the library
2. No group may list the address of the Library as its mailing address.
3. Distribution of promotional material in the library for events held in the library is not permitted, except for library co-sponsored events, unless given approval by the Director of Library Services or designate.
4. Advertisements of meetings/events must not imply endorsement of the Library of the content of the program.
5. Any postings within the library must be approved in advance by the Library.
6. The Library may publicize internally all program room use booked by groups.
7. Any display material must be removed and areas must be left free of litter.

**11. The Library and Political Elections**

April 2018

The library must act and appear to act in a non-partisan way at all times, but especially during elections, while supporting the democratic process, freedom of expression and informed discussion on political issues. The library must comply with legislation related to elections. This policy applies to Board members, employees and volunteers of the library in their dealings with candidates and political parties and the use of library resources during the campaign periods for municipal, provincial and federal elections.

**FAC 11.1 Campaign Contributions**

1. In accordance with the *Municipal Elections Act*, Section 70(4), the *Elections Finances Act*, Section 16(1), and *Canada Elections Act*, Section 404(1), the Board may not make a contribution to the campaign of any candidate or political party in the form of money, goods or services.

**FAC 11.2 Use of Library Resources and Property**

1. All candidates and political parties have equal access to publicly available resources and services of the library.
2. Meeting rooms may be rented in accordance with the Middlesex County Library Program Rooms Policy.
3. Candidates cannot use equipment, supplies, staff or other operational resources of the library nor may they use the library's logo in any campaign material.
4. 'All-candidates' meetings can be held at the library, either as a library program or sponsored by another group, provided that all candidates are invited to attend such meetings. A candidate cannot be featured or promoted in association with any other regular library program or event.
5. Candidates and political parties are permitted to distribute campaign materials on public right-of-ways at the library, unless prohibited by a municipal by-law.
6. In accordance with the *Canada Elections Act* section 81.1(1) federal election candidates or their representatives are allowed to campaign in facilities that are available for free to the public. During municipal and provincial elections candidates will be granted the same right to campaign in the library.
7. In accordance with the Middlesex County Library Displays, Sales and Petitions Policy, during an election the library will provide an area where candidates may make available up to 25 copies of their campaign brochure; will promote awareness of the election; and provide general information on elections.
8. No election sign or poster specific to a candidate or political party can be posted on the grounds of the library or in the library building.



## **FACILITIES AND EQUIPMENT**

## **FAC**

### **FAC 11.3 Employee and Volunteer Participation in Election Campaigns**

1. Any library employee running as a candidate in the municipal election will comply with Section 30 of the *Municipal Elections Act*.
2. A library employee or volunteer involved in a political campaign must be politically neutral in carrying out his or her library duties during and must not participate in campaign activities during his or her working hours.

### **FAC 11.4 Library Board Members as Candidates**

1. Board members may continue their library board responsibilities when they are running for office.

### **FAC 11.5 Requests for information about the library**

1. The CEO or designate will coordinate requests for information about the library received from candidates or political parties.
2. Information that is provided by the library to one candidate or political party will be provided to all other candidates and political parties upon request during an election.
3. Any candidate or political party may request a meeting with the CEO or designate, or tour of the library.

**1. Collections**

- RES 1.1 Purpose of Collection
- RES 1.2 Goals of the Collection
- RES 1.3 Resource Sharing
- RES 1.4 Responsibility for the Collection
- RES 1.5 Content of the Collection
- RES 1.6 Types of Material
- RES 1.7 Service to Linguistic and Cultural Groups
- RES 1.8 Size of the Collection
- RES 1.9 Canadiana
- RES 1.10 Local History/Genealogy
- RES 1.11 Selection Criteria
- RES 1.12 Sources of Material
- RES 1.13 Balanced Expenditure
- RES 1.14 Weeding
- RES 1.15 Donations of Materials
- RES 1.16 Suggestions from the Public
- RES 1.17 Composition of the Collection
  - 1. Adult
    - a) Fiction
    - b) Non-fiction
    - c) Reference
  - 2. Juvenile
    - a) Fiction
    - b) Non-fiction
    - c) Reference
  - 3. Young Adult
    - a) Fiction
    - b) Non-fiction
  - 4. Other Materials
    - a) Audio-Visual Materials
    - b) Government Documents
    - c) Local History
    - d) Magazines and Newspapers
    - e) Materials for Physically Challenged
    - f) Digital Downloads
- RES 1.18 Intellectual Freedom
- RES 1.19 Controversial Materials
- RES 1.20 Materials Excluded From the Collection
- RES 1.21 Responsibility for Children's Reading
- RES 1.22 Complaints about the Collection
- RES 1.23 Organization of the Collection

## **RESOURCES**

**RES**

### **2. Access to Resources**

RES 2.1 Library Catalogue

RES 2.2 Catalogue Entries

RES 2.3 Labeling

RES 2.4 Multi-branch Exchange

RES 2.5 Inter-Library Loan

### **3. Human Resources**

**1. Collections**

November 2005

**RES 1.1 Purpose of the Collection**

The collection of the Middlesex County Library shall serve and reflect the Library's Mission Statement:

*Informing, enriching and connecting Middlesex County.*

**RES 1.2 Goals of the Collection**

- a. To provide access to knowledge, creativity and intellectual activity.
- b. To provide a wide range of resources for self-development and independent study and to complement formal education.
- c. To meet the informational needs of all members of our communities.
- d. To provide materials which stimulate and support enjoyment of and participation in cultural life.
- e. To provide access to information of local interest and concern.
- f. To provide materials for recreational and leisure time use.

To achieve these goals, the Library staff shall endeavour to:

- a. Select materials which represent all sides of a wide range of issues.
- b. Consider materials in terms of timeliness, demand, quality and authority.
- c. Develop collections of materials in a variety of formats.
- d. Acquire materials in formats specifically for use of the physically challenged.
- e. Acquire materials for all ages and levels of comprehension.
- f. Develop collections on specialized topics such as Local History.

**RES 1.3 Resource Sharing**

The Board recognizes that the information needs of our communities cannot always be met through the resources of Middlesex County Library alone. The collection is one essential element in an information system which also includes interlibrary loan and the sharing of resources and cooperative resource development with neighbouring libraries and schools.

**RES 1.4 Responsibility for the Collection**

The Director of Library Services is responsible for the selection and acquisition of materials for the Library collection and for its proper organization and maintenance.

**RES 1.5 Content of the Collection**

Middlesex County Library will provide as wide a spectrum of materials as budget and space limitations allow, with emphasis on:

- a. materials which record and communicate historical, scientific, social and cultural knowledge;
- b. materials of current and future significance and interest;
- c. materials which stimulate imagination, creativity and curiosity;
- d. materials which increase the individual's ability to function as a productive member of society;
- e. materials which entertain and thus enhance the individual's enjoyment of life.

**RES 1.6 Types of Material**

The Library shall provide in its collections those types of materials that best help it to meet its goals. Books shall be of primary importance. Other types of materials shall include periodicals, and non-print materials such as audio recordings, downloadable audiobooks, e-books, current eResources, microfilms, maps and DVDs.

**RES 1.7 Service to Linguistic and Cultural Groups.**

A multilingual collection is maintained at Strathroy Library, available to patrons county wide. Programming for the benefit of cultural groups is offered in response to community needs.

**RES 1.8 Size of the Collection**

We recognize that, given the limitations of available physical space, the size of the collection must be limited in order to:

- a. ensure adequate space for public and staff circulation and activities, and
- b. avoid overcrowding which would hamper access to materials and give an impression of disorder and lack of control.

The Library shall endeavour to maintain a quantity of volumes not less than three times the population served. The Library will use the American Library Association (ALA) suggested replacement rate of one-sixth of a volume per capita per year as a guide to replace worn-out and outdated material in the collection.

## RESOURCES

## RES

### RES 1.9 Canadiana

Special emphasis shall be given to acquiring materials created by Canadians and materials about Canada. Authors who have been significant in the development of Canada's literature and new writers who become important shall be represented in the collection.

### RES 1.10 Local History and Genealogy

November 2013

Providing access to the historical record of the communities of Middlesex County and the surrounding area is an important function of the Library.

#### **Collections:**

Staff under the supervision of the Director of Library Services or designate will be responsible for collecting and organizing materials for the local history collection.

Middlesex County Library will collect materials pertaining to the history of Middlesex County. Materials include originals and reproductions. Emphasis is given to the acquisition of those items which will contribute to the knowledge of the social, civic, religious, economic and cultural life, both past and present. Items to be acquired include:

- a) Works and primary source material documenting local history and genealogy
- b) Local research
- c) Oral histories
- d) Cemetery records
- e) Municipal records
- f) Monographs
- g) Historical atlases and maps
- h) Church histories
- i) Local newspapers

Writings of local authors that are not about Middlesex County or the surrounding area are subject to the **Collection Development Policy RES 1 Collections**.

The library will subscribe to databases relevant to local history and genealogy.

The library will work alone or in partnership with others to undertake the digitization of local history materials in order to provide the public with greater access to local history information.

## RESOURCES

## RES

Copies of materials will be housed in the Local History collections at Comprehensive branches and in the geographically appropriate branch.

### **Donations:**

Donated materials are assessed in order to establish their suitability to the collection. Some materials may be deemed to be too fragile or bulky to accept. Any problematic items will be discussed with the donor and then returned or redirected as is mutually agreed upon.

A record of provenance is kept on file for those items donated to the library; this clearly indicates that ownership resides with the library or is on indefinite loan from a donor.

### **Use:**

Local history materials designated as Reference may be used in the library only and will not circulate. In special situations, a short-term loan may be arranged with the approval of the Director of Library Services or designate.

Wherever possible, the library will purchase multiple copies of materials – one copy will be designated as Reference, and the rest will be available for loan in the circulating collection.

Requests by mail, email or telephone for local history or genealogical information will be filled as time permits.

## **RES 1.11 Selection Criteria**

**RES 1.11.1.** Materials selected for the collection will meet high standards of quality, content, expression and format.

**RES 1.11.2.** All acquisitions, whether purchased or donated, shall be considered in terms of the following criteria:

- a) suitability of subject and style for the intended users;
- b) reputation and authority of the author and publisher;
- c) comments of reviewers, critics and publishers;
- d) strengths and weaknesses of the existing collection;
- e) demand in the Library's communities for a certain subject or title;
- f) availability of material through other libraries in the area;
- g) suitability and quality of physical form, layout and construction;
- h) timeliness and accuracy of the information contained in the material;
- i) purchase price and other budgetary considerations.

## **RESOURCES**

## **RES**

### **RES 1.12 Sources of Material**

In choosing sources of material for the collection, preference will be given to suppliers who:

- a) are Canadian
- b) are a non-profit, co-operative organization
- c) provide cataloguing and processing services
- d) offer the best discounts
- e) provide the fastest, most efficient and most cost effective service.

### **RES 1.13 Balanced Expenditure**

1. In planning the annual materials budget, balanced consideration will be given to the following main areas of collection development:

- a. current materials, to keep the collection up-to-date, and
- b. materials to build the collection in those areas where it is lacking.

2. Adequate and consistent attention shall be given to all parts of the collection.

### **RES 1.14 Weeding**

1. In order to maintain an active working collection of high standard, materials shall be withdrawn from the collection on a regular and systematic basis for the following reasons:

- a. to remove materials which are no longer useful in the light of the goals and objectives of the Library;
- b. to remove materials whose contents are out-of-date and therefore potentially misleading;
- c. to remove materials which are no longer of interest to the Library's communities;
- d. to remove damaged or worn-out materials;
- e. to make room for new materials coming into the collection.

2. Withdrawn materials are sold at branch book sales. Proceeds are used for branch enhancements.

3. Materials which remain unsold shall be donated to another non-profit group, retained for future book sales or recycled.



**RES 1.15 Donations of Materials**

Donations of new books or other materials may be accepted by the Director of Library Services if they are suitable to the needs of the Library and on the condition that the Director may make whatever disposition of the materials as he or she deems appropriate. Donations of materials may be accepted only on the understanding that the unconditional ownership of the donation is retained by the Library, and that, if it cannot use them, the donation may be discarded. Used materials are not accepted. The same selection criteria shall be applied to donations as it is applied to all other materials considered for the collection.

**RES 1.16 Suggestions from the Public**

Suggestions from the public for the purchase of books or other materials are welcome. They shall be considered in the terms of the Library's selection criteria.

**RES 1.17 Composition of the Collection**

The composition of the Library collection shall reflect the needs and interests of the communities the Library serves. The collection shall be composed of the following major parts:

**1. Adult****a) Fiction**

The Library recognizes the need to accommodate the varying tastes, interests, purposes and reading skills of its patrons. While there is no single standard of literary quality, preference will be given to fiction that contributes to a balanced collection with regard to:

- types and styles of literature including genre fiction
- subjects treated
- patron appeal

**b) Non-fiction**

The Library will collect non-fiction materials in the following areas, with emphasis on works for the lay person and on Canadian and local content:

- applied sciences
- art and architecture
- biography
- business
- computer science
- economics
- education
- First Nation studies
- folklore, fairy tales, myths and legends

- geography and travel
- history
- law and criminology
- literature
- mathematics
- medicine
- music
- philosophy
- political science
- psychology
- pure science
- religion
- sex
- social studies

c) Reference

A collection of general and specialized encyclopaedias (both Canadian and international), subscriptions to a selection of current eResources, dictionaries, atlases, handbooks, directories, yearbooks and other reference materials will be maintained to support reference service at our branches.

## **2. Juvenile**

The collection is selected for children up to the age of 14 years.

a) Fiction

The need for a balanced children's collection is recognized. Children's classics will be part of the collection as will popular mass market titles.

b) Non-fiction

Non-fiction titles must be accurate, up-to-date and unbiased. Titles will be selected which:

- develop children's awareness of the world around them
- assist children in understanding and solving problems
- are suitable for a range of age and reading levels

c) Reference

The children's reference collection will include encyclopaedias, dictionaries, and a full range of eResources for various age levels.

**3. Young Adult**

The collection is selected for teens 15 to 19 years of age.

**a) Fiction**

The YA fiction collection is comprised of titles to meet the recreational reading needs of older teens. The emphasis is on developing a well rounded collection that includes all genres, popular authors and materials for the reluctant reader as well as the gifted student.

**b) Non-Fiction**

The focus of this collection is on issues directly affecting teens: life skills and teen problems. The collection has a very narrow focus and is not intended to support homework assignments, research projects or special reports. General information of this sort is available in adult non-fiction.

**4. Other Materials****a) Audio-Visual Materials**

Talking books shall be collected for the exclusive use of those with visual impairments and the physically challenged, following the criteria of the Canadian National Association for the Blind (CNIB). Audiobooks are available to all patrons. A variety of fiction and non-fiction titles will be collected with preference given to unabridged versions.

DVDs shall be collected with a balance among recreational, cultural and educational titles for all age groups. Preference will be given to titles which have literary connections, are classics of the film repertoire, or have shown proven popularity.

**b) Government Documents**

The Library shall seek to provide access to current government policies, information and legislation.

**c) Local History**

The Library will collect and maintain materials in the area of local history for Middlesex County, its local communities and the area.

## d) Magazines and Newspapers

A wide variety of magazines for all ages and reading levels will be maintained.

Newspapers will be acquired to provide current news coverage from local to international levels and to provide a unique source of local history information.

The magazine and newspaper collections will supplement the reference collection by providing current resources.

## e) Materials for People with Physical Challenges

Large-print reading materials and talking books will be provided for those with visual and other physical challenges.

## f) Digital Downloads

MCL belongs to a consortium (Libraries On the Go) that maintains and develops a collection of fiction and non-fiction downloadable books available to all members in good standing of the library. Both audio books and ebooks are collected.

**RES 1.18 Intellectual Freedom**

## 1. CLA Statement on Intellectual Freedom

Middlesex County Library subscribes to the following *Intellectual Freedom Statement*, ratified by the Canadian Library Association in June 1984, which affirms its commitment to the following basic policies:

- a. Every person in Canada has the fundamental right, as embodied in the Charter of Rights, to have access to all expressions of knowledge, creativity and intellectual activity, and to express his or her thoughts publicly. This right to intellectual freedom is essential to the health and development of Canadian society.
- b. Libraries have a basic responsibility for the development and maintenance of intellectual freedom.
- c. It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available a wide variety of material.
- d. It is the responsibility of libraries to guarantee the right of free expression by making available all the library's facilities and services to all individuals who wish to use them. The Board has a policy on Use of Library Space.
- e. Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.
- f. Both employees and employers in the libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

## 2. OLA Statement on the Intellectual Rights of the Individual

Middlesex County Library subscribes to the following *Statement on the Intellectual Rights of the Individual* approved by the Ontario Library Association at the 1998 Annual General Meeting, November 7, 1998.

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- a. That the provision of library service to the public is based upon the rights of the citizen, under protection of the law, to judge individually on questions of politics, religion and morality.
- b. That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- c. That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- d. That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- e. That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- f. That it is therefore part of the library's service to its public to resist any attempt by an individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- g. That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

### 3. OLA Position on Children's Rights in the Library

Middlesex County Library subscribes to the following position adopted at the Ontario Library Association Annual General Meeting, November 1998. Children in Public Libraries have the right to:

- a. Intellectual freedom.
- b. Equal access to the full range of services and materials available to other users.
- c. A full range of materials, services and programs specifically designed and developed to meet their needs.
- d. Adequate funding for collections and services related to population, use and local community needs.
- e. A library environment that compliments their physical and developmental stages.
- f. Trained and knowledgeable staff specializing in children's services.
- g. Welcoming, respectful, supportive service from birth through the transition to adult user.
- h. An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of children's services.
- i. Library policies written to include the needs of children.

### 4. OLA Position on Teen's Rights in the Public Library

Middlesex County Library subscribes to the following position adopted at the Ontario Public Library Association Annual General meeting, June 2010. Teens in Ontario Libraries have the right to:

Adequate funding for collections and services related to population, use, and local community needs.

- Collections that specifically meet the needs of teens.
- A Library environment that complements their physical and developmental stages.
- Welcoming, respectful, supportive service at every service point.
- Library Programs and Services for Teens.
- Trained and knowledgeable staff specializing in teen services.
- An advocate who will speak on their behalf to the library administration, library board, municipal council and community to make people aware of the goals of teen services.
- Library Policies are written to include the needs of youth.

**RES 1.19 Controversial Materials**

1. The Board recognizes that some materials may be regarded by certain individuals or groups as controversial, whether because of bias, frankness of language, political expression, or moral implications. Selection should not, and will not, be made on the basis of anticipated approval or disapproval of any individual or group, but rather on evaluation of the publication's literary merit, authority, honesty of presentation, topical interest and usefulness to the audience for which it is intended. The primary aim of materials selection is to establish a balanced collection which adequately represents various points of view on many subjects.
2. The ideas and opinions found in the Library's collection are not advocated by the Library Board or staff. The presence of materials in the Library does not indicate an endorsement of their contents by the Library.
3. Materials representing all points of view concerning the problems and issues of our times will be provided in the Library's collection. Books or other material of sound factual authority shall not be removed from the Library because of doctrinal or partisan disapproval.

**RES 1.20 Materials Excluded From the Collection**

1. The Library collection provides materials for self study but is not intended to furnish reading required for academic study. Materials needed for formal courses of study by elementary and secondary school and post-secondary institutions will not necessarily be collected. Textbooks shall be purchased only when they provide the best coverage of a subject and are also useful to the general public.
2. Materials which obviously foster religious or racial intolerance will not be collected.
3. Materials that are banned under Canadian law will automatically be excluded from the Library's collection.

**RES 1.21 Responsibility for Children's Reading**

Responsibility for the reading activities of children rests with their parents or legal guardians. Selection of materials for the adult collection shall not be restricted by the possibility that children may obtain materials that their parents consider inappropriate. The Board believes in the freedom of the individual and in the right and obligation of parents to develop, interpret and enforce their own code of acceptable conduct within their own household.

**RES 1.22 Complaints about the Collection**

August 2017

1. The Board recognizes the right of an individual or group to make a complaint to the Library concerning the collection.
2. Requests by individuals or groups to have an item or items removed from the collection shall be referred in writing to the Director of Library Services, using the "Request for Reconsideration of Library Material" form (Appendix G).
3. Upon receiving the written complaint, the Director shall review it in light of the Collection Development Policy.
4. If the inclusion of the item in the Library collection is found by the Director to be legitimate and justifiable, the policy shall be explained in writing to the complainant and no further action need be taken.
5. If the inclusion of the item in the Library collection is found by the Director to be questionable, the item will be temporarily withdrawn from the collection and the Board will be asked by the Director to make a decision on the matter. The Board will communicate the decision in writing to the complainant.

**RES 1.23 Organization of the Collection**

1. In order for the Library collection to be of maximum use and value to library users, the collection shall be organized in such a way as to facilitate access to the information contained therein. This shall be achieved through a logical and systematic physical arrangement of individual items and through the provision of the Library's catalogue for public use.
2. The Dewey Decimal Classification System shall be used to organize the non-fiction book collection.



## **2. Access to Resources**

### **RES 2.1 Library Catalogue**

All patrons will have access to the full Middlesex County Catalogue at each branch and through the Internet.

### **RES 2.2 Catalogue Entries**

Catalogue entries follow standard library practice. The catalogue is maintained through a regular and ongoing process of adding and removing entries as appropriate.

### **RES 2.3 Labelling**

Labelling follows established library practice.

### **RES 2.4 Multi-branch Exchange**

The entire collection is shared between branches through a system of filling specific title requests as well as a regular exchange of materials.

### **RES 2.5 Inter-Library Loan**

Patrons have access to the resources of libraries outside the Middlesex County system through Interlibrary Loan.

**3. Human Resources**

*See Middlesex County Corporate Human Resource Policies Manual*

## **SERVICES**

## **SER**

1. Lending of Material
  - SER 1.1 Policy
  - SER 1.2 Replacement Fees
  - SER 1.3 Fines for Overdue Library Materials
  - SER 1.4 Library Membership
  - SER 1.5 Children's Cards
  - SER 1.6 Reserves
  - SER 1.7 Records
  - SER 1.8 DVDs
  - SER 1.9 In-Library Device Loans
2. Special Services
  - SER 2.1 Books by Mail
  - SER 2.2 Talking Books
  - SER 2.3 Deposit Services
3. Readers Advisory
4. Reference Service
  - SER 4.1 Responsibility for Reference Service
  - SER 4.2 Scope of Reference Service
  - SER 4.3 Development of the Reference Collection
  - SER 4.4 Reference Statistics
  - SER 4.5 Circulation of Reference Materials
  - SER 4.6 Training of Staff in Reference Skills
5. Programming
  - SER 5.1 Food and Beverage Policy
  - SER 5.2 Inclusiveness in Public Library Programming
6. Children's Services
  - SER 6.1 Policy
  - SER 6.2 Access to Collection
  - SER 6.3 Curriculum Support
  - SER 6.4 Active Play Policy
7. Community Information
8. Local History
  - SER 8.1 Objective
  - SER 8.2 Use of Materials

**1. Lending of Material**

February 2010

**SER 1.1 Policy**

The regular loan period for books and pamphlet materials will be 3 weeks. One renewal for an additional 3 weeks may be made providing no reserves have been placed on these materials by other patrons.

The regular loan period for DVDs and magazines will be 1 week. There will be no renewals for these materials.

**SER 1.2 Replacement Fees**

November 2012

The Middlesex County Library Board sets fees that are charged to members who lose or damage library materials. Upon a member reporting a lost or damaged item or upon a member failing to return an item or returning the item in damaged condition, the Library will invoice the member. Members agree to be responsible for all materials borrowed and as such must pay such fees as outlined below in order to retain their membership privileges and be in good standing. These fees reflect the cost paid by the Library for the lost/damaged item plus an administrative fee to reflect staff costs and processing costs for materials entering and leaving the library's collection.

- **BOOKS**  
The purchase price + \$5 processing
- **AUDIO BOOKS**  
The purchase price + \$5 processing
- **Audio Case \$3**
- **MAGAZINES**  
\$5 replacement cost + \$2 administrative fee
- **DVDs**  
purchase price + \$5 processing
- **DVD Case \$3**
- **PAMPHLET FILE MATERIAL**  
\$2 per item
- **DEVICES AND ACCESSORIES**  
The purchase price + \$25 processing

## SERVICES

## SER

### SER 1.3 Fines for Overdue Library Materials

November 2015

The Middlesex County Library Board charges fines for library materials returned past their due date. Members agree to be responsible for all materials borrowed and as such must pay such fees as outlined below, for overdue materials, in order to retain their membership privileges and be in good standing. The Fines policy applies to all library members.

Overdue fees will be charged per item per day up to and including the date returned, up to the maximum fine per item.

- BOOKS  
\$.25 per book  
Maximum fine is \$10.00 per book - *Effective December 1 2015.*
- MAGAZINES  
\$.25 per magazine  
Maximum fine per magazine is \$3.00
- DVDs  
\$1.00 per DVD *change effective Jan 1 2011*  
Maximum fine per DVD is \$10.00
- PAMPHLET FILE MATERIAL  
\$.25 per envelope  
Maximum fine per envelope is \$3.00
- DEVICES  
\$5.00 per hour overdue  
Maximum fine per device is \$30.00 – *Effective October 1 2016*

### SER 1.4 Library Membership

June 2015

A Middlesex County Library card is issued on request to any individual residing in Middlesex County excluding the City of London. It is required that applicants provide their complete municipal address and one piece of identification to verify this information.

Individuals residing outside of Middlesex County (excluding the city of London) will be issued a card upon presentation of a library card from their own municipality and verification of their mailing address. Reciprocal borrowing arrangements exist with neighboring county library systems and with London Public Library.

There is \$3.00 charge for replacement of a lost or damaged library card.

## **SERVICES**

## **SER**

Members should be prepared to present their library card to borrow or renew library materials at the request of staff.

Delinquent borrowers will lose their privileges.

### **SER 1.5 Children's Cards**

November 2014

Children under the age of 14 need to have permission from their parent or guardian in order to obtain a library card. Children accompanied by a parent or guardian can get a card immediately with proof of municipal address and one piece of identification.

Unaccompanied children will be given a registration form to take home. This form must be signed by a parent or guardian and returned to the library. A card will be issued which is valid for that visit only. The card must be signed by parent or guardian before the child's next visit. Parents or guardians are responsible for fines and replacement costs.

### **SER 1.6 Reserves**

Middlesex County Library offers a title request service for books.

### **SER 1.7 Records**

The library keeps accurate records of items checked in and checked out.

### **SER 1.8 DVDs**

November 2014

1. Borrowers must be at least 14 years of age, or have permission from a parent
2. Holds can be placed on DVDs that have been in the library collection for six months or longer.
3. HOME USE ONLY restricts the showing of DVDs to a private home, not for profit or commercial use. These DVDs may be shown to family and a few guests but should not be shown to a classroom or library audience.
4. PUBLIC PERFORMANCE RIGHTS indicates that a DVD may be shown to an audience outside the home, for example a classroom or library. However, the DVD must not be shown for profit or commercial purposes.
5. COPYING OF DVDs WITHOUT PERMISSION IS AN INFRINGEMENT OF THE COPYRIGHT ACT. IT IS THE BORROWER'S RESPONSIBILITY TO MAKE SURE THAT THE DVD PRODUCERS AND DISTRIBUTORS RIGHTS ARE NOT VIOLATED.

**SER 1.9 In-Library Device Loans**

July 2016

The library requires a policy to ensure that in-library device loans are handled properly and with minimal risk

**Eligibility**

1. Devices can be checked out for in-library use only. Devices cannot leave the library.
2. Patron accounts must be in in good standing. If there are fines on your library account, you may not borrow a device until all your fines are cleared.
3. If a patron under the age of 14 wishes to borrow a device, permission must be granted by a parent/guardian.
4. Patrons must read and accept the Device Lending Agreement (Appendix H).
5. Only one device can be checked out per person. Under no circumstances will a user be allowed to check out a device for another person.
6. The library reserves the right to refuse service to anyone who abuses equipment or is repeatedly late in returning a device or its accessories.

**Loan Period**

1. All devices and accessories must be returned to the circulation desk fifteen minutes before the branch closes.
2. The loan period will be 2 hours
3. Devices are provided on a first-come, first-served basis. The Library cannot guarantee that a device will be available. Devices cannot be renewed by the patron – the loan period can be extended by staff at their discretion.

**Fines and Damages**

1. A \$5 late fee will be assessed for each hour that the device is overdue. The maximum fine is \$30. Fines will be recorded on the borrower's library record and may result in borrowing and registration restrictions.
2. The working condition of the device will be assessed before checkout and upon its return. Patrons are responsible for damage to and/or loss or theft of loaned units. Users are required to report any problems experienced with the device during their borrowing period.

## **SERVICES**

## **SER**

3. If a device, or any accessory (power cord, adapter, case) is damaged or lost, a replacement cost based on current value will be charged. The cost to repair a damaged device can range up to the replacement cost. A processing fee of \$25 applies in all of these cases.
4. If a device is 2 days overdue, it is considered lost, and the borrower will be charged for its replacement.
5. If you "jail-break" the device you will be charged the replacement cost of the device.

### **Personal Data and Information**

1. Personal data, apps, files, or documents saved to the device may be erased after the device is returned. However, it is the responsibility of users to sign-out of all personal accounts, services, and apps prior to returning the device. The library is not responsible for unauthorized access to personal accounts that the user fails to properly sign-out of.
2. The library is not responsible for any files left on the device or for loss or damage to files.
3. The library is not responsible for any issues or damages that the device may cause to any other equipment to which the device is connected.



## **2. Special Services**

### **SER 2.1 Books by Mail**

Books by mail are available for patrons who either cannot or find it difficult to physically visit one of our branches.

### **SER 2.2 Talking Books**

Talking books are available for the use of patrons with a visual impairment or a physical challenge following the criteria established by the CNIB.

### **SER 2.3 Deposit Services**

There is no charge for the deposit service, but the institution or facility requesting the deposit must take responsibility for all materials in deposit via a written agreement with the board.

### **SER 2.4 Centre for Equitable Library Access (CELA) Services**

June 2015

Eligible Middlesex County Library members who would benefit from access to a large collection of DAISY, audio, braille, accessible eBook and magazine formats may register for CELA's services through library staff.

The CELA collection is available to people who are unable to read conventional print due to a disability, which includes:

Learning disability: an impairment relating to comprehension

Physical disability: the inability to hold or manipulate a book

Visual disability: severe or total impairment of sight or the inability to focus or move one's eyes.

No medical documentation is required to apply. Patrons can self-declare their need to access this service and will not be turned away.

**3. Readers' Advisory**

November 2005

The library staff provides guidance and assistance to library users as to which library material will most suit their needs and interests. Staff is supported in this by training, booklists and other materials.

**4. Information Services**

November 2013

Information services are those services which link people with resources to fulfil informational, educational, cultural and recreational needs. It is policy to answer all reference and information questions efficiently, accurately and as completely as possible, and to assist patrons in the use of the library and bibliographic tools. If it is not possible to find an answer using the Middlesex County Library Resources, patrons will be referred to other libraries, agencies and community resources.

Middlesex County Library Provides a variety of information services to patrons that include quick reference, general reference, readers' advisory, consultation, location of material, library orientation, instruction and student assistance, referral, bibliographic service, special information collections, interlibrary loan service.

**SER 4.1 Responsibility for Information Services**

The County Librarian is responsible for reference service, collections and training. All public service branch staff will attempt to answer questions and requests for information from library patrons, using the tools available at the branch. If the answer is beyond the scope of branch resources, a reference request will be forwarded to the Reference Librarian.

**SER 4.2 Scope of Information Services**

All patrons seeking help at the library will be greeted in a friendly manner and with respect and courtesy. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.

On occasion staff may be asked to provide information from medical, legal, census or tax sources. Library staff will do so, but will not offer any interpretation of the information provided.

The Middlesex County Library Board and library staff accept no responsibility or liability for any damages that may result from or as a consequence of any answer provided by the library.

Requests received by telephone, email or in writing are treated as all other requests. Priority is always given to patrons in the library.

**SER 4.3 Development of the Reference Collection**

The Reference Librarian is responsible for developing and maintaining the reference collection at each branch. These collections will be tailored to meet the needs of the community.

**SER 4.4 Information Services Statistics**

Accurate statistics regarding service to patrons are to be recorded.

**SER 4.5 Circulation of Reference Materials**

June 2015

Reference questions may be answered using the entire collection of the library. Reference material such as high-cost encyclopedias are designated for use in the library only. Such material may be borrowed at the discretion of library staff.

**SER 4.6 Training of Staff in Reference Skills**

Reference training of the Branch staff and the Library Office staff is the responsibility of the Reference Librarian.

## **5. Programming**

November 2017

The Director of Library Services is responsible for the delivery of programs throughout the library system.

Library programs support the vision for the Middlesex County Library system by Informing, Enriching and Connecting Middlesex County. Programming builds community and fosters literacy. The process of establishing program benchmarks for all branches forms part of the annual business plan/budget process for library management and the Library Board. This allows for the allocation of resources and a standardized presence. Wherever practical, library facilities will be offered as sites for County programming. Staff will ensure that library programming will not duplicate similar programming offered by other County or community agencies.

A limited number of paid programs for adults/teens/children/families are offered throughout the year based on budget allocation. These events are planned collaboratively by library staff and Management. Branch programming is not limited to traditional programs, and includes all branch activities such as book sales, class visits, outreach events and group visits.

Special programs will be offered based on demonstrated community need. Financial support from the public or other forms of community engagement may be required in order to offer adult programs.

Programming is offered in response to community need and will be free of charge whenever possible. Where specialized programs are offered that require materials not normally stocked by the library (ie. t-shirts, technology), or when a fee is charged to the library by the performer/presenter, library staff reserve the right to set a fee for the program to be levied at the time of registration that will assist with cost recovery.

All programming must be approved by the Director of Library Services, Library Coordinators or Child & Youth Librarian.

Programs are defined as any group activity offered to the public that staff coordinate, plan and/or present. Library sponsorship of a program does not constitute an endorsement of the program or the views expressed by presenters or participants.

Branch programming expectations are based on branch service level – Basic, Enhanced or Comprehensive (See Appendix E).

Adult programming may be branch initiated or co-sponsored with outside agencies or partners. The Director of Library Services is responsible for adult programming.

## **SERVICES**

## **SER**

Children's and Family programming will include Storytimes and Summer Reading. Other children's programs may be offered if resources are available. The Child & Youth Librarian is responsible for Children's programming.

Young Adult programming will include Teen Advisory Groups and a variety of other guided and passive activities. This programming may be offered where community need exists, primarily at Enhanced and Comprehensive Branches. The Child & Youth Librarian is responsible for Young Adult programming.

Branches follow a process for planning, preparing and evaluating library programs. Preliminary plans are formulated by the branches and presented to the Director for approval.

**SER 5.1 Food and Beverage Policy**

June 2017

Middlesex County Library will be a health-promoting public institution for the community we serve.

Foods and beverages offered at Middlesex County Library events, programs, and/or other activities shall cultivate a supportive environment which promotes healthy lifestyle choices. Foods which promote healthy lifestyle choices are those which fall into one of the four food groups found in *Eating Well with Canada's Food Guide*, which include Vegetables and Fruits, Grain Products, Milk and Alternatives, and Meat and Alternatives.

**Guidelines:**

1. Vegetables and fruit are always provided as an option when serving food at events, programs, or other activities. Preference will be given to providing vegetables and fruit only as the snack of choice e.g. vegetable tray, orange slices or fruit kabobs.
2. Produce grown in Middlesex County or in Ontario is preferred.
3. If grain products are provided (e.g. crackers, granola bars, bread), they will provide a minimum of 2 grams of fibre and less than 4 grams of sugar per serving.
4. Preference will be given to serving water only as a beverage. Other beverage options include unflavoured milk or fortified-soy beverage, and coffee and tea for adults.
5. If providing rewards, the library shall prioritize non-food items such as giving praise, pencils, erasers, librarian's helper, etc.

**SER 5.2 Inclusiveness in Public Library Programming**

November 2017

Middlesex County Library subscribes to the Ontario Library and Information Technology Association (OLITA) Position Statement – Inclusiveness in Public Library Programming (November 27 2015):

*OLITA supports and encourages public library programming that welcomes all individuals, regardless of heritage, education, beliefs, race, religion, gender, sexual orientation, gender identity, physical or mental capabilities, or income. (Adapted from CLA's position statement on Diversity and Inclusion). Underserved populations should be actively considered and included when designing and marketing library programming.*



**6. Children's Services**

November 2010

**SER 6.1 Policy**

The Middlesex County Library encourages children to develop an interest in reading and learning through services for children, and for parents and children together. The Child & Youth Librarian is responsible for children's services, collection and staff training.

**SER 6.2 Access to the Collection**

The Middlesex County Library Board and the library staff do not have the legal right to act in the place of the parent/guardian. Therefore, if parents are concerned that their children might bring home a book which does not meet their personal standards, they are advised to accompany them when they use the collection.

**SER 6.3 Curriculum Support**

It is the policy of Middlesex County Library to purchase a broad range of information resources. These materials may meet the demands of school projects, but this is not the reason for their purchase. Class visits to the branch libraries may be arranged as resources allow.

**SER 6.4 Active Play Policy**

June 2017

Middlesex County Library will be a health-promoting public institution for the community we serve.

Middlesex County Library will create environments and opportunities that promote active play to spark a child's curiosity, exploration, and motivation to move, aiding in their physical literacy and overall health and development.

**Guidelines:**

1. When planning library programs, consider ways to incorporate opportunities that promote movement and active play.
2. When participating in community and school events, consider ways to incorporate opportunities that promote movement and active play.
3. During story time, provide opportunities for movement including:
  - a. Lead the children in a minimum of one action song or rhyme.
  - b. Offer a minimum of one book that encourages movement.
4. The physical environment will provide opportunities for movement and exploration e.g. hopscotch mat, balance beam, hula hoops, portable equipment bin (scarves & streamers, cones, skipping ropes, balls of varying size and colour), etc.
5. Activity breaks shall be encouraged at regular intervals to minimize sedentary time and increase movement.

## 7. Community Information

November 2013

In keeping with the Library's mission, the display and distribution of material provides residents with opportunities for full participation in the life of their community. In fulfilling this service role, the Library strives to create a welcoming environment for everyone. The Library provides access to information about community activities and events and space to display materials in a variety of formats, including bulk publications (e.g., community newspapers and magazines, cultural brochures, continuing and full-time education calendars).

All requests to display and distribute materials will be handled in a fair and consistent manner. Priority is given to display or distribute materials from Middlesex County Library.

Because space is limited at branches, it may not be possible to display all materials that are acceptable under this policy. The Library will display and distribute materials in appropriate locations for a limited time, subject to the availability of space.

Depending on the availability of space, the Library will also display or distribute materials:

- produced by or about the County of Middlesex
- about statutory programs related to public safety and education (e.g., seat belt safety, fire safety);
- regarding meetings, activities, events and volunteer information in the area;
- of educational, recreational and informational content;
- about cultural events including music, film, art, theatre, festivals and celebrations;
- All material becomes the property of the Middlesex County Library Board and the Library reserves the right to dispose of the material as it sees fit.

The display of materials does not constitute an endorsement of any group or its views.

**The Library will not display or distribute:**

- materials that contravene the Ontario *Human Rights Code*, federal or provincial laws and regulations, municipal by-laws and/or Middlesex County Library policies and procedures;
- materials whose primary focus and/or editorial policy is partisan or political in nature and communications from political representatives. However, political materials may be eligible when they announce community meetings or forums for discussion of community issues;
- faith-based materials whose primary purpose and/or editorial policy is promoting faith;

- materials that are primarily devoted to the sale, advertising, solicitation, or promotion of commercial products or services;
- personal ads and notices and notices of items for sale or rent;
- materials in unsuitable formats (e.g. tear-offs or oversize materials);
- materials that invite participation in medical research, including trials or testing.
- contests, surveys and pledge forms;
- fundraising with the exception Middlesex County Library or local community-based materials;
- petitions.

Decisions to refuse display or distribution of materials may be appealed. An appeal must be made in writing to the Director of Library Services.

**Scope:**

This policy applies to all materials displayed on and/or distributed on Library premises from individuals, community groups, agencies, institutions and government.

**Application:**

This policy applies to any individual or group wishing to display and/or distribute information in Library premises and to all Library staff involved in the review and approval of this information.

**Accountability:**

The Director of Library Services is responsible for:

- Receiving appeals and notifying appellants of the decision in writing.
- reviewing and approving materials for system-wide distribution within the criteria set out in this policy;
- communicating with publishers for bulk publications distribution;
- reviewing and approving questionable material received from branches and providing either distribution instructions or reason for declining.
- communicating this policy and procedure to all employees;
- approving materials within criteria set out in this policy;
- approving the selection of bulk publications for branches;
- responding to customer comments about materials that are posted/distributed.

Branch staff are responsible for:

- approving requests that comply with the policy to post/distribute materials from their branch only;
- seeking guidance from County Librarian regarding the acceptability of materials to determine whether or not materials comply with the policy;
- forwarding requests to post/distribute materials to more than one location to County Librarian for approval.

**8. Local History**

November 2005

**SER 8.1 Objective**

As stated in the Middlesex County Collection Development Policy, providing access to the historical past of the communities of Middlesex County and the surrounding area is an important function of the Library. Works by and about local authors, and materials relating to the history of the area shall be acquired if they meet the selection standards of the Library. Our mandate does not extend to acting as a county archive. Referrals are made to other resources.

**SER 8.2 Use of Materials**

Copies of materials will be housed in the Local History collection at Strathroy Library and in the geographically appropriate branch. The material is available for in-house use. Materials may be circulated at the discretion of the staff. Requests by mail for local history or genealogical information will be filled as time permits.

1. Interlibrary Loan
2. Links with Other Organizations and Individuals
  - PAR 2.1 Formal Links
  - PAR 2.2 Volunteers
  - PAR 2.3 Friends of the Library

**1. Interlibrary Loan Policy**

June 2019

Middlesex County Library strives to meet the reading and information needs of its patrons through the development of its collections of books and other material. Patrons can request material that is not available from our collections through our partnership with INFO Ontario, the provincial interlibrary loan network.

Interlibrary loan requests cannot be placed on DVDs, audiobooks, paperbacks, and board books. Middlesex County Library reserves the right to limit the number of requests per user at the library's discretion. A user's interlibrary loan privileges may be suspended if requested items are not picked up. Microfilm may be requested but must be viewed at a branch that has microfilm reader.

Subject to restrictions place by the lending library, one renewal for three weeks is allowed. Multiple renewals will not be given.

Middlesex County Library reserves the right to restrict interlibrary loans on specialized or other high demand material.

## **2. Links with Other Organizations and Individuals**

### **PAR 2.1 Formal Links**

Middlesex County Library retains membership and actively participates in a number of organizations such as: Ontario Library Consortium, Ontario Library Technicians Association, Canadian Library Association, Ontario Library Association, Administrators of Rural-Urban Public Libraries of Ontario, Middlesex Providers Alliance, Early Years Centres, Middlesex London Health Unit, Libraries On the Go, Literacy Networking Group, Southern Ontario Library Service and Middlesex Children's Services Network.

### **PAR 2.2 Volunteers**

A volunteer is a member of the community who agrees to undertake, without pay, a designated task that supports and enhances a Middlesex County Library sponsored activity and does not replace the work normally done by Middlesex County Library Staff.

The Management Team has the responsibility for the implementation of this policy. The on-site management of volunteers is the responsibility of the on-site library staff.

- 2.2.1** All volunteers aged 18 and older are required to complete a Middlesex County Library Volunteer Application Form (*See Appendix F*). It is the responsibility of the volunteer to complete a Police Records Check/Vulnerable Position Screening Search.
- 2.2.2** All volunteers in grades 5-12 are considered Teen Volunteers. Teen volunteers must fill out and have a parent sign a Middlesex County Library Volunteer Application (*See Appendix F*) and return it to the library.
- 2.2.3** All volunteers will be given an orientation as appropriate and relevant to the policies, procedures, role, responsibilities and expectations for volunteers.

Citation: Public Libraries Act, R.S.O. 1990, c. P. 44 section 23 (4)



### **PAR 2.3 Friends of the Library**

The Board welcomes the establishment of 'Friends of the Library' organizations to provide financial support to enhance the facilities and/or services of branch libraries within the Middlesex County Library system, and/or to promote the library in that community. Their existence will benefit the branch library with which they are affiliated, and indirectly benefit the library system as a whole.

Requests to form a "Friends of the \_\_\_\_\_ Library" group will be considered by the Board upon receipt of a written proposal with formation and dissolution being by motion of the Board.

In order to work together towards common goals all parties must clearly understand their respective roles and maintain good communications.

To that end:

- a) The County Librarian or designate will meet with representatives of Friends groups on request, to discuss goals, activities and proposed projects.
- b) Projects shall be undertaken by the Friends only with the knowledge and approval of Middlesex County Library.

Once approved, Friends may make a cash donation with the request that the monies be spent as designated.

Contributions by the Friends group will be suitably acknowledged by the Board.

### **PAR 2.4 Community Experts**

June 2015

Community residents who have a particular passion, skill or subject expertise that they would like to share with others are encouraged to discuss program, presentation or interest club ideas with library staff. These residents will not be compensated for their time but can discuss cost-recovery needs with staff for materials required for program delivery that may be billed back to program participants. These individuals will not be required to complete a Police Records Check provided their services to the library are occasional. Any individuals who wish to facilitate or assist with an ongoing, regularly scheduled specialized activity at a library branch will be considered Volunteers and subject to the terms and requirements listed under PAR 2.2 – Volunteers.

## **APPENDIX A**

### **Accessibility Plan for Middlesex County Library**

2009

#### **Introduction and Background**

The passing of the **Ontarians with Disabilities Act 2001 (ODA)** and the **Accessibility for Ontarians with Disabilities Act 2005 (AODA)** recognizes that public service providers, including libraries, play a vital role in helping to identify, remove, reduce and prevent barriers faced by persons with disabilities. Municipal governments and library boards are aware that they must establish policies and planning documents in order to implement accessibility standards that will become mandatory with this legislation.

The Middlesex County Library Board has an Accessibility Policy which was passed by the Library Board in November 2005 and updated in 2009.

**The County of Middlesex 2008 Joint Accessibility Plan** identifies Library and Information Services as one of its Core Services. Library staff have participated in the **Middlesex County Accessibility Advisory Committee**. The Library plan will be consistent with the County plan. Both plans have the same goal: to make services, programs and facilities more accessible to the residents of Middlesex County.

The 2009 Library Accessibility Plan will be the first of an annual planning document. The 2009 plan will establish terms of reference for a Middlesex County Library Accessibility Committee and identify goals and projects that the library will undertake. Subsequent plans will identify further goals, actions taken and completion dates.

#### **Committee**

The committee, which will be called the **Middlesex Library Accessibility Committee**, will meet early in 2009. It will consist of the County Librarian, the Special Services Library Technician, the Web Design and Trainer Library Technician, and two or three branch staff. Terms of Reference and goals will be established at the first meeting.

## **APPENDIX A, continued**

The Library Accessibility Plan will consider all barriers to access:

- **Physical** – including accessible entry, arrangement and design of furniture and shelving, designated parking, accessible washrooms, signage, accessible format collections, and service to those who are unable to come to the library.
- **Technological** – including computer hardware and software, web site design, talking books, specialized equipment.
- **Policy** – including service animals, staff assistance, special loan periods and fines, services to residential care facilities, programs.
- **Attitudinal** – including staff sensitivity training, training on new technology.

### **Report**

The Committee will report to senior management and the Library Board in December 2009.

## APPENDIX B

### Sample Letter of Exclusion

Name

Address

Date

To the attention of:

This letter will serve as a **Notice** under the **Trespass to Property Act, R.S.O 1990, Section 3(1)**. You are hereby prohibited from entering the premises of any branch of the Middlesex County Library system. This includes the following library branches:

Ailsa Craig, Coldstream, Delaware, Dorchester, Glencoe, Ilderton, Komoka, Lucan, Melbourne, Mount Brydges, Newbury, Parkhill, Strathroy, Thorndale and Wardsville.

This action is taken because.....

Therefore, in accordance with **ADMIN 3.5 Rules for Use of the Library** of the **Middlesex County Library Board Policy Manual**, you are excluded from the public libraries of the Middlesex County Library system by this **Notice**.

For the Middlesex County Library Board,

Director of Library Services

**APPENDIX C**  
**ARUPLO Guidelines**



# Guidelines For Rural/Urban Public Library Systems

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## 3rd edition

**Administrators of Rural and Urban  
Public Libraries of Ontario**

Revised September 20, 2017



# Table of Contents

<b>1. Introduction</b>	2
<b>2. Trends and Changes in Rural/Urban Ontario</b>	3
Rural Sustainability	3
Libraries and Rural Sustainability	4
<b>3. Guidelines</b>	5
3.1 Branch Definitions	5
3.2 Catchment Area/Population Served	6
3.3 Guidelines	6
3.3.1 Facilities	6
3.3.2 Hours of Operation	7
3.3.3 Staff	7
3.3.4 Collections	8
3.3.5 User Seating	8
3.3.6 Technology	9
3.4 Summary of Guidelines by Branch Type	10
<b>4. Best Practices</b>	11
4.1 Facilities	11
4.1.1 Space Allocations by Use and Function	11
4.1.2 Branch Location	11
4.2 Staff Continuing Education and Training	11
4.3 Collections	11
4.4 User Training in Library Resources	12
4.5 Resource Sharing	12
4.5.1 Inter-Branch Loans	12
4.5.2 Branch Exchanges	12
4.6 Links with other Organizations and Individuals	12
4.7 Rural Development	12
<b>Appendix A – Component Worksheet for Branch Space</b>	13
<b>Appendix B – Sample Worksheet</b>	14
<b>Appendix C – Additional Resources</b>	15



## Introduction

The Guidelines for Rural/Urban Public Library Systems are a developmental tool for rural/urban and county libraries. The Guidelines are expressed as targets for a library to provide an appropriate level of service for its community; they have been developed by the Library Administrators of ARUPLO public libraries based on:

- their considerable collective expertise;
- comparative data and research regarding other jurisdictions;
- trends and changes in rural/urban Ontario.

Guidelines are generally regarded as quantifiable and can be benchmarked. They are recommendations as to how things should be done. Best practices represent what is well done by peers.

Libraries must conform to provisions of the Municipal Act, the Public Libraries Act, Accessibility for Ontarians with Disabilities Act, and other relevant legislation and are accountable to the communities they serve.

Reports on general efficiency and effectiveness of service delivery are annual requirements for all libraries. However, there is also a need for more specific guidelines and best practices relevant to rural/urban public libraries in Ontario.

These guidelines build on and are supplementary to the Ontario Public Library Guidelines.

### The Intended Use of the Guidelines

ARUPLO Libraries have made the following commitments with respect to the guidelines:

- The guidelines and best practices describe an appropriate level of service for ARUPLO Libraries;
- The guidelines and best practices will be used on a regular basis by ARUPLO Libraries to evaluate current and plan future library services;
- While the guidelines and best practices will be used in conjunction with other similar products, including the Ontario Public Library Guidelines, they are considered most applicable to the multi-branch rural/urban nature of the ARUPLO library systems.



**Libraries must conform to provisions of the Municipal Act, the Public Libraries Act, Accessibility for Ontarians with Disabilities Act, and other relevant legislation and are accountable to the communities they serve.**





## 2. Trends and Changes in Rural/Urban Ontario

The Guidelines for Rural/Urban Public Library Systems identify appropriate service levels that reflect the changing nature of municipalities and public libraries serving rural and rural/urban Ontario. Rural/Urban Ontario refers to those communities that are close to large urban centres and that have integral service, schooling and shopping relationships with urban areas.



### Rural Sustainability

Changing demographics are placing increasing pressures on the sustainability of rural communities including the ability to provide an array of services, such as public libraries. The face of rural communities is changing rapidly as a result of increased urbanization across Ontario, an aging population, and the impact of technology on rural lifestyles. Rural communities need to find creative ways to sustain themselves and attract new residents.

#### Factors affecting rural sustainability include:

- Rural life is based on much more than agriculture; only a small percentage of rural residents work in agriculture. Much of modern agriculture is industrialized, intensified and automated.
- Dominant rural employment is small- to medium-sized manufacturing and services.
- New technologies support the growth of rural employment in knowledge-based, cultural, and creative occupations. Technology now supports more telecommuting and working from home. Therefore high-speed connectivity and information and communications infrastructure is very important.
- Out-migration as young people leave rural areas in search of education and tend not to return for employment.
- Aging population.
- Many rural residents commute to a city for work or are self-employed.
- Steadily increasing populations through attraction of more diverse, urban, educated and retired people to rural areas for a different quality of life.
- Cottages and seasonal residences are being renovated to become permanent and retirement homes.
- Part-time and seasonal residents.
- Growing rural populations of ex-urbanites looking for low density settlements.
- Lack of public transit options creates car dependency and mobility problems for lower income, retired and student populations.
- Increase in outdoor and tourism-based economic and social activities (eco-tourism, agritourism, skiing, ATVs, snowmobiling, fishing, hunting and trail development).
- New rural residents specifically choose a rural residence because it is a good place to raise children.
- New rural residents tend to be affluent and more cosmopolitan and want urban-type services.
- New rural residents bring with them broader service level expectations.
- Shortage of recreational opportunities for children and teens.
- Rural society is based on social gatherings, community involvement and relationships.

## Libraries and Rural Sustainability

**The key to rural development and rural sustainability is a more informed and innovative community.**

- Public libraries must have a high level of Internet connectivity in order to provide access to web-based information, electronic databases and connectivity for those who may not have access at work or home.
- Public libraries already act as community hubs and can play a key role in provincial strategies to further develop these hubs.
- Public libraries must have an advanced Internet presence and active social networking that provides access to a wide range of virtual library services.
- Public libraries must provide access to information resources from beyond the community.
- Public libraries are taking on a greater municipal, provincial and federal services delivery role, whether through their physical presence in the community or as an access point for electronic information.
- Some rural/urban residents, especially those who commute to urban areas for their jobs or services, will use city library services; therefore public libraries should arrange for borrowing privileges in neighbouring cities and towns.
- Public libraries should be built in existing village and town clusters or rural service centres.
- Public libraries are vital to the sustainability of rural schools, in many cases serving to augment library service in these schools. Rural libraries also serve as the school library for those learning through home schooling, distance education and on-line learning.
- Access to post-secondary education is important to rural sustainability. Public libraries should form partnerships with post-secondary institutions to support student success and facilitate the delivery of e-learning and post-secondary services, including library services to the rural community.
- Illiteracy is a barrier to a community's success. Public libraries should work with community agencies in the delivery of programs and resources that encourage literacy.
- Public libraries should assist in the collection, organization and dissemination of information and should form part of the communities' innovation capacity.
- Rural governance is sometimes 'traditional' in its thinking and not always accepting of the new rural realities brought about by demographic and technological change. Rural leaders should be made aware of efforts being made to sustain rural communities.

Based on the strategic importance of public libraries in sustaining rural communities, the following guidelines and best practices are required.





### 3. Guidelines

Guidelines define a level of service or a preferred manner of delivering a service that can be measured and is adopted as a minimum target appropriate for all ARUPLO libraries. Guidelines are expressed as targets for a library to provide an appropriate level of service for its community. Examples of guidelines include size of library space, open hours per week, or collection items. While guidelines might be further defined as mandatory (implying failure to meet the guidelines carries some penalty), this was considered but rejected by ARUPLO librarians.

Application of these guidelines is important for internal planning purposes and also to serve as a benchmarking tool relative to other systems.



#### 3.1 Branch Definitions

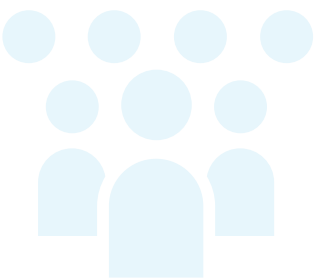
Many multi-branch systems serving rural areas seek creative ways to provide service to a variety of different communities. Service delivery options may be known locally as deposit stations, outposts, bookmobiles, book/media lockers, dispensers or depositories, or may still be called “public libraries” or “library branches” as there had historically been one there. However, it is neither feasible nor desirable to try to create guidelines for solutions that attempt to address unique and local circumstances. Every library system will have to address its own rationale for the existence, creation, or “grandfathering” of such local solutions. As a best practice, it is highly recommended that any such options be dealt with in the context of the system’s strategic planning process and addressed by a service delivery plan.

**For purposes of this document, four types of branches have been identified:**

- Small branches;
- Medium branches;
- Large branches;
- Urban branches.

Each type can be determined by attributes including population size, local economic activity, and seasonal demand. It is up to each system to determine which branches it wishes to classify as small, medium, large or urban based on the strategic role that each plays in the system as a whole. Inability to meet one or more of the guidelines does not preclude it from being considered in a certain category if it meets most other guidelines.

## 3.2 Catchment Area/Population Served



The catchment area is the area from which users are drawn to a particular library service point. Catchment areas and the population contained therein can be determined by branch library surveys, census data, information from county or municipal offices, Canada Post postal code areas, and the information collected by school boards.

Determining catchment area/population served can be problematic given available data and factors such as municipal boundaries. As a result, this is not the only consideration as to whether a branch is considered small, medium, large or urban. For instance, a branch may serve an immediate population of less than 10,000 people, thereby putting it in the medium category, but be considered a large branch by the system because it serves a strategic role such as having a larger collection, providing enhanced reference services, hosting system-wide functions such as inter-library loan or providing space for enhanced programming opportunities.

<b>Small branches</b> Generally serve catchment areas of up to 5,000 population as determined by each system.	<b>Medium branches</b> Generally serve catchment areas of 5,000 to 10,000 population as determined by each system.	<b>Large branches</b> Generally serve catchment areas of 10,000 to 35,000 population as determined by each system.	<b>Urban branches</b> Generally serve catchment area of 35,000 or more population as determined by each system.
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## 3.3 Guidelines

### 3.3.1 Facilities

Library facilities should be developed to meet local community needs, library service strategies, projected populations and compliance with the Accessibility for Ontarians with Disabilities Act, building standards, other regulations and municipal policies. The following is a general guideline for the range of size for each library type.



	Small	Medium	Large	Urban
<b>Net library space (in square feet)</b>	2,500–5,000	5,000–10,000	10,000–35,000	35,000+

Branch size is also affected by components such as programs, special collections, and other add-on functions attributed to the branch by the library system.

See Appendices A and B for a process and worksheets to determine the size of a particular library.



### 3.3.2 Hours of Operation

Public libraries operate in an increasingly 24/7 environment. The single greatest barrier to library use as reported in community needs assessments is time. The hours of operation for a system, including virtual hours, have to begin to approximate a 24/7 model to meet public expectations. Full 24/7 service can be accomplished through virtual library services, online resources, and wifi at library locations.

Library hours of operation must be available in order for a library to provide an enhanced mandate

of government services outlet, public access to the Internet, and community gathering place. Library hours should be allocated to meet community needs. Minimum hours of operation by library type, for a “bricks and mortar” library with staff, are as follows:

	Small	Medium	Large	Urban
Hours of operation per week	20–25	25–45	45–65	65+

### 3.3.3 Staff

With increasing public expectations, technology-based services and operations, and the fundamental change in library services, all library employees require formal library education and training. The guidelines indicate both the minimum number of staff and their professional qualifications. These guidelines are based on the organizational, communication and operational challenges of staffing a multi-branch system and ensuring a professional team is in place to deliver and manage all functional requirements of a full library system. In addition to meeting public service needs, consideration must be given to staff safety concerns such as working alone.

#### Definitions:

- Professional librarians are defined as having a Master’s degree in library or information science from an accredited university.
- Library technicians are defined as having a diploma in library techniques from a community college.
- The EXCEL Certificate Program in Small Library Management is a distance education program for library workers without formal library training and is administered by the Southern Ontario Library Service.
- FTE = Full-time equivalent. (35 hours per week)



Each library system has professional librarians that are used on a system-wide basis. The Library Administrator for each system is a professional librarian. One third of all system-wide staff are professional librarians; For every 10,000 people or part thereof, one of the full-time equivalent staff is a qualified librarian.

	Small	Medium	Large	Urban
Staff complement (FTE)	1–2.5	2.5–5	5–17.5	17.5+
Qualifications of Branch Supervisor	Library competency, e.g. post-secondary plus Excel or Library Tech.	Professional Librarian or Library competency, e.g. post-secondary plus Excel or Library Tech.	Professional librarian	Professional librarian
Qualifications of other staff		Library competency, e.g. post-secondary plus Excel or Library Tech.	2 additional professional librarians	2 additional professional librarians

### 3.3.4 Collections

The following guidelines were adopted for collections; an appropriate collection is a variety of materials responsive to specific community needs. These guidelines have been developed at a time when the publishing industry for physical/print publications is in considerable flux and transition. Within this context there is a recognition that:

- a. Collection materials include a variety of physical, print and digital formats, and system-wide electronic resources;
- b. Physical or print publications will continue to be an important component for ARUPLO communities;
- c. Resources are shared among branches;
- d. Collections are responsive to each community's needs.

The guidelines refer to the number of physical items of any format located at each branch.



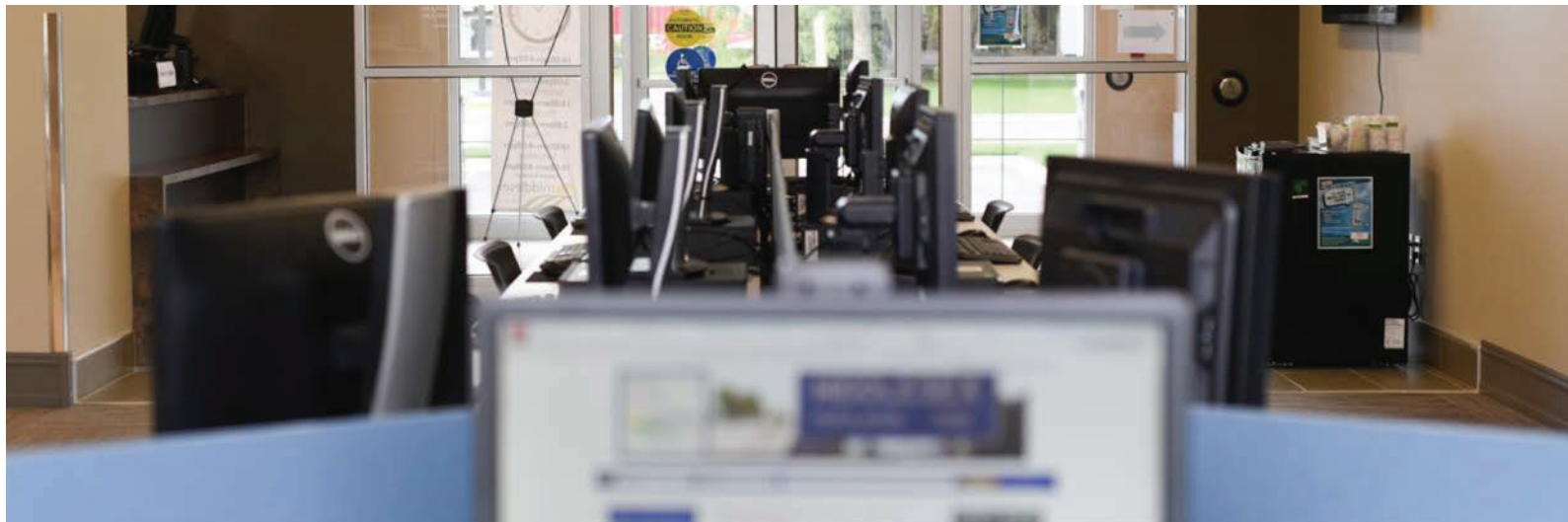
	Small	Medium	Large	Urban
Number of items in physical collection	6,000–12,000	12,000–24,000	24,000–50,000	50,000+

### 3.3.5 User Seating

User seating should be flexible and interchangeable to meet community needs. This includes seating for independent work as well as collaboration with other people, and computers provided by the library for use by the public.

	Small	Medium	Large	Urban
Number of seats, including computer seating	15–30	30–60	60–200	200+





### 3.3.6 Technology

Every library system should have:

- Access to an Integrated Library System which includes a public access catalogue of library holdings;
- An Internet presence that provides access to Web-based information sources (e.g., information about the library, library catalogue, virtual reference services, government and municipal information, community information, links to other library collections, on-line databases, etc.), and provide trained staff to assist the public in the effective use of these information sources;
- An active social media presence.

Each library branch should have:

- High-speed, effective, reliable, Internet access and public access workstations with high-speed access to the Internet and the online catalogue;
- The ability for the user to duplicate (copy, print, etc.) from the Internet or online catalogue content or images;
- A minimum of three public access workstations. Branches that serve populations over 2,500 should have one additional workstation per 1,300 population;
- A variety of ways of accessing the internet, such as laptops and workstations for public use;
- Wifi for public use;
- Access to reliable telephone service (e.g. cellular or landline).



### 3.4 Summary of Guidelines by Branch Type

The following are the minimums for each category. Depending on the roles assigned to each branch, other criteria may also apply.

	Small	Medium	Large	Urban
<b>Net library space (s.f.)</b>	2,500–5,000	5,000–10,000	10,000–35,000	35,000+
<b>Hours of operation per week</b>	20–25	25–45	45–65	65+
<b>Staff complement (FTE)</b>	1–2.5	2.5–5	5– 17.5	17.5+
<b>Qualifications of Branch Supervisor</b>	Library competency, (e.g. post-secondary plus Excel or Library Tech.)	Professional Librarian or Library competency (e.g. post-secondary plus Excel or Library Tech.)	Professional librarian	Professional librarian
<b>Qualifications of other staff</b>	Library competency, (e.g. post-secondary plus Excel or Library Tech.)	2 additional professional librarians	2 additional professional librarians	
<b>Number of items in physical collection</b>	6,000–12,000	12,000–24,000	24,000 – 50,000	50,000+
<b>Number of user seats, including computer seating</b>	15–30	30–60	60–200	200+
<b>Number of Public Access Computers</b>	3–5	5–6	6–25	25+



## 4. Best Practices

Best practices describe an optimal level of service or manner of providing services that may or may not be measurable. In addition, it is acknowledged that unique local circumstances may affect the validity or importance of a best practice and they may not apply to all library systems in every circumstance. Examples of best practices include space and staff allocations for services to special groups.

### 4.1 Facilities

#### 4.1.1 Space Allocations by Use and Function

- Seating (users): 5 user spaces per 1,000 capita @ 35 sq. ft. per user space
- Children's area: A children's self-contained area of 20 to 40% of a library's total assignable area
- Teen area: 5% of total sq. ft. allocation
- Staff work room: 15% of total library space



#### 4.1.2 Branch Location

Members of the public travel no more than 30 minutes in a motorized vehicle under normal driving conditions to access basic library services offered by their municipal library system or by another municipal library system.

### 4.2 Staff Continuing Education and Training

The library encourages and provides opportunities for continuing education and training for its staff and makes provision for this in its policy, its long-range plan, and in its budget to an amount not less than 1% of the total staff budget (e.g. by providing in-house training programs, financial support for staff to enroll in the EXCEL Certificate in Small Library Management program, or to attend library conferences and other training programs and events). Cross functional, system wide training is recommended for all staff.

### 4.3 Collections

#### Adult/Children Mix of Volumes

In general, two-thirds of a branch library collection consists of adult material with one-third consisting of children's and young adult material.

#### New or Emerging Formats

Twenty-five per cent of the acquisitions budget is spent on non-print formats including online databases and multi-media.

#### Acquisitions

Each branch has an up-to-date collection, with a minimum of 50% of the materials purchased or published within the last five years.



## 4.4 User Training in Library Resources

Each library offers training on a regular basis to ensure that the public can use the information resources offered by the library, including electronic resources. All library staff are knowledgeable in resources offered by the library.

## 4.5 Resource Sharing

### 4.5.1 Inter-Branch Loans

- Every library system has a delivery system in place to move items from one location to another.
- Library users receive requested items identified as available within another branch in the library system within 3–5 working days.

### 4.5.2 Branch Exchanges

The library system has a procedure to refresh branch collections for browsing. This may consist of regular exchanges, or floating or rotating collections.



## 4.6 Links with other Organizations and Individuals

The Ontario Public Library Guidelines state “The library has established partnerships with other organizations in the community, in order to coordinate the resources and efforts of each partner and thereby jointly improve service to the community (e.g. with schools, literacy programs, chambers of commerce, heritage groups, government offices, public Internet access organizations and advocate groups.)”

For rural/urban library systems this also includes:

- Partnerships with appropriate post-secondary institutions in order to ensure support for postsecondary education opportunities within the rural/urban community;
- Co-operative activities or events with community agencies;
- Encouraging staff to participate in community organizations;
- Reciprocal borrowing agreements with neighbouring public library systems and with local post-secondary institutions.

## 4.7 Rural Development

**The library system contributes to municipal strategic initiatives through a strategic plan which:**

- Reflects the vision in the municipalities’ planning documents;
- Contains strategies that are complementary to those contained in the municipalities’ strategic plans.
- Has library performance and service indicators which are integrated into municipal planning and quality of life indicators.



# Appendix A – Component Worksheet for Branch Space

Branch space guidelines (in square feet)

Component	Small		Medium		Large		Urban
	Minimum	Maximum	Minimum	Maximum	Minimum	Maximum	Minimum
<b>Collections</b>							
Collections @ 8 vol/s.f.	600	1,200	1,200	2,400	2,400	5,000	5,000
Collections @ 6.5 vol/s.f.	150	300	300	600	600	1,250	1,250
Local history		100	100	200	200	400	400
<b>Public Service Areas</b>							
User seating @ 35 s.f. ea	525	1,050	1,050	2,100	2,100	7,000	7,000
Public computers @ 35 s.f.	105	175	175	210	210	875	875
Program room(s)		450	450	750	750	1,500	2,000
Study room(s)		165	165	330	330	660	660
Maker space(s)					150	300	300
<b>Staff Service Areas</b>							
Service/circulation desk	175	250	250	350	350	500	500
Work room	200	300	300	500	500	800	800
Staff lunchroom and lockers	100	100	100	200	200	350	350
Staff washroom		25	25	25	25	50	50
<b>Subtotal</b>	<b>1,855</b>	<b>4,115</b>	<b>4,115</b>	<b>7,665</b>	<b>7,815</b>	<b>18,685</b>	<b>19,185</b>
Non-assignable space 25%	464	1,029	1,029	1,916	1,954	4,671	4,796
Components total	2,319	5,144	5,144	9,581	9,769	23,356	23,981
Per capita approach for comparison (net)	2,500	5,000	5,000	10,000	10,000	35,000	35,000



## Appendix B – Sample Worksheet

This example is for a medium-sized branch library for approximately 5,000 to 10,000 population served. Some add-on components are shown for comparison.

Component	Range (square feet)	
	Minimum	Maximum
80% of collections @ 8 vol/s.f. 9,600 – 19,200	1,200	2,400
20% of collections @ 6.5 vol/s.f. 2,400 – 4,800	370	740
Local history	100	200
User seating 30-60 @ 35 s.f. each, including computers	1,050	2,100
Program room 30 @ 15 s.f. per user	450	750
Study room	165	330
Maker space		300
Service/circulation desk	250	350
Work room	300	600
Staff lunchroom and lockers	100	200
Staff washroom	25	25
Subtotal	4,010	7,995
Non-assignable space @ 25%	1,003	1,999
<b>Total Space required (s.f.)</b>	<b>5,013</b>	<b>9,994</b>

The space requirements (unit sizes) used were taken from the book, "Making the Case for Your Library Building Project", published by the Southern Ontario Library Service in 2010, specifically the unit sizes of the components approach. These were then blended into general categories.

### Non-assignable space includes:

- Corridors, foyer, waiting areas, public washrooms, including universal;
- Loading areas, garbage, recycling, custodian, storage, closets;
- Wall thicknesses, building services, chases, mechanical.

Assumes single storey building, FADS standards.



## Appendix C – Additional Resources

**Planning documents are available to assist with ensuring public libraries meet their local needs. Some examples of these documents are:**

Dahlgren, Anders C. Public Library Space Needs: A Planning Outline. 2009.  
<https://dpi.wi.gov/pld/boards-directors/space-needs>

Southern Ontario Library Service. Making the Case for Your Library Building Project. 2010.  
<https://www.sols.org/index.php/develop-your-library-staff/sols-publications/167-develop-your-library-staff/sols-publications/library-development-guides/455-making-the-case-for-your-building-project>

City of London, 2007 Facility Accessibility Design Standards.  
[https://www.london.ca/city-hall/accessibility/Documents/FADS\\_2007\\_final.pdf](https://www.london.ca/city-hall/accessibility/Documents/FADS_2007_final.pdf)

Australian Public Library Alliance. Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016.  
[https://www.alia.org.au/sites/default/files/20160714%20Guidelines%20Standards%20and%20Outcome%20Measures%20for%20Australian%20Public%20Libraries%20-%20MANUSCRIPT%20VERSION\\_0.pdf](https://www.alia.org.au/sites/default/files/20160714%20Guidelines%20Standards%20and%20Outcome%20Measures%20for%20Australian%20Public%20Libraries%20-%20MANUSCRIPT%20VERSION_0.pdf)

Province of Manitoba. Municipal and Regional Public Library Standards and Guidelines.  
[https://www.gov.mb.ca/chc/pls/pdf/librarystandsguidelines\\_e\\_web.pdf](https://www.gov.mb.ca/chc/pls/pdf/librarystandsguidelines_e_web.pdf)

Government of Alberta. Municipal Affairs. Standards and Best Practices for Public Libraries in Alberta, 2010.  
<http://www.municipalaffairs.alberta.ca/documents/libraries/standardsbestpractic97652.pdf>





## APPENDIX H

### Device Lending Agreement

By borrowing a device from the Library I understand and agree to the following:

- 1) I am responsible for the device as long as it is checked out to me.
- 2) I will not:
  - a. Leave the library with the device.
  - b. Loan the device to anyone else.
  - c. Tamper with the device hardware or software.
- 3) I will:
  - a. Abide by the Middlesex County Library Device Loan and Public Internet Acceptable Use policies
  - b. Immediately report any loss, damage, or malfunction of the device or its accessories
  - c. Pay overdue fines if I return the device late. A complete list of fines and fees is available at <https://library.middlesex.ca/about-us/using-library>
  - d. Return the device in person to the circulation desk from which I checked it out no later than 15 minutes before the library closes.
- 4) I understand that Middlesex County Library is not responsible for any files or personal information left on the device, and data stored or accessed will be erased upon return of the device.
- 5) I accept full financial responsibility for the device and all accessories while they are checked out to me.
- 6) If I am under the age of 14, I must get permission from my caregiver/parent, who must come to the library to sign this form. My caregiver/parent will accept full financial responsibility for the device and all accessories while they are checked out to me.

By signing below, I certify that I have read, understand, and accept all of the terms and conditions stated above.

Device barcode: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature of Caregiver/Parent (must be signed in the presence of Library Staff):

\_\_\_\_\_

Patron Barcode: \_\_\_\_\_

Today's Date: \_\_\_\_\_

STAFF USE ONLY

Returned device - check case for device and charger. All parts present?

Yes \_\_\_\_\_ No \_\_\_\_\_

DATE: \_\_\_\_\_ STAFF INITIALS: \_\_\_\_\_

## **APPENDIX D**

### **Program Room Booking Form**

# Dorchester Library Program Room

## Frequently Asked Questions

**Q: Where is the room located?**

There is a room available to book at the Dorchester Library, 2123 Dorchester Rd in Dorchester.

**Q: Who can book the room?**

The room is available for community groups engaging in civic, cultural or educational activities and *cannot be used for the solicitation of business, fundraising, personal activities or private social functions*. More information can be found in the Middlesex County Library Policy Manual (Facilities 10) found online at [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

**Q: Is there a fee?**

There is no fee to use the room.

**Q: What is the room capacity?**

The capacity is 80 persons standing, 60 persons with chairs only and 50 persons with tables & chairs.

**Q: What equipment is available?**

The room comes equipped with a projection screen, data projector, 60 chairs and 9 tables.

**Q: How far in advance can I book?**

The room can be booked up to 90 days in advance of an event, subject to availability.

**Q: When is the room available?**

The room can be booked during these times, depending on availability and library programming:

Mon 2:30-8:30pm / Tues 10am-8:30pm / Wed 2:30-8:30pm /

Thurs 10am-8:30pm / Fri 10am-8pm / Sat 10am-4pm

[rules for use on reverse](#) →

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## Application Form

Please complete **both sides of this form**, detach along the dotted line, and return it to the library. You will be notified ASAP on whether we are able to fill your request. Thank you.

Name: \_\_\_\_\_

Group: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date & time  
of request: \_\_\_\_\_



## Rules for Use

- 1) All persons associated with the event must agree to leave the building at the times specified when room booking arrangements are made.
- 2) The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
- 3) All premises must be left in an orderly and clean condition.
- 4) Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
- 5) The serving of liquor is not allowed.
- 6) No material may be posted on walls or windows of the meeting room.
- 7) Groups will be responsible for the set up and arrangement of the program room for their meeting and will return the room back to its original state when finished.
- 8) Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

## Contact Information



### Dorchester Library

Kathryn Suffoletta, Supervisor

ksuffoletta@middlesex.ca

519-268-3451

2123 Dorchester Rd | Dorchester, ON | N0L 1G0

### Hours of Operation

Mon & Wed 2:30 - 8:30pm

Tues & Thurs 10:30am - 8:30pm

Fri 10:00am - 8:00pm

Sat 10:00am - 4:00pm

## Application Form, continued

Type of event: \_\_\_\_\_

Additional info: \_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, representing \_\_\_\_\_, have read the Rules for Use  
(please print name) (organization's name)

and agree to its terms and conditions. I acknowledge the organization's responsibility for any damage to the building, furnishing or equipment during our use of the room.

\_\_\_\_\_  
(signature)

FOR LIBRARY USE

Date rec'd: \_\_\_\_\_

Confirmation sent: \_\_\_\_\_

# Komoka Library Program Room

## Frequently Asked Questions

### Q: Where is the room located?

There is a room available to book at the Komoka Library, inside the Middlesex Centre Wellness Complex, at 1 Tunks Lane in Komoka.

### Q: Who can book the room?

The room is available for community groups engaging in civic, cultural or educational activities and *cannot be used for the solicitation of business, fundraising, personal activities or private social functions*. More information can be found in the Middlesex County Library Policy Manual (Facilities 10) found online at [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

### Q: Is there a fee?

There is no fee to use the room.

### Q: What equipment is available?

The room comes equipped with a projection screen, ceiling mounted data projector and 60 chairs and 8 tables.

### Q: How far in advance can I book?

The room can be booked up to 90 days in advance of an event, subject to availability.

### Q: When is the room available?

The room can be booked during these times, depending on availability and library programming:

Mon 10am-1pm / Tues 12-6pm / Wed 2-8pm /

Thurs 2-8pm / Fri 2-8pm / Sat 10am-4pm

[rules for use on reverse](#) →

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## Application Form

Please complete **both sides of this form**, detach along the dotted line, and return it to the library. You will be notified ASAP on whether we are able to fill your request. Thank you.

Name: \_\_\_\_\_

Group: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date & time  
of request: \_\_\_\_\_

## Rules for Use

- 1) All persons associated with the event must agree to leave the building at the times specified when room booking arrangements are made.
- 2) The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
- 3) All premises must be left in an orderly and clean condition.
- 4) Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
- 5) The serving of liquor is not allowed.
- 6) No material may be posted on walls or windows of the meeting room.
- 7) Groups will be responsible for the set up and arrangement of the program room for their meeting and will return the room back to its original state when finished.
- 8) Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

## Contact Information



### Komoka Library

Aimee Sparzynski, Supervisor

asparzynski@middlesex.ca

519-657-1461

1 Tunks Ln | Komoka, ON | N0L 1R0

### Hours of Operation

Mon 10am - 4pm

Tues 10am - 8pm

Wed, Thurs, Fri 2pm - 8:00pm

Sat 10:00am - 4:00pm

## Application Form, continued

Type of event: \_\_\_\_\_

Additional info: \_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, representing \_\_\_\_\_, have read the Rules for Use  
(please print name) (organization's name)

and agree to its terms and conditions. I acknowledge the organization's responsibility for any damage to the building, furnishing or equipment during our use of the room.

\_\_\_\_\_  
(signature)

FOR LIBRARY USE

Date rec'd: \_\_\_\_\_

Confirmation sent: \_\_\_\_\_

# Lucan Library Program Room

## Frequently Asked Questions

**Q: Where is the room located?**

There is a room available to book at the Lucan Library, located at 270 Main Street in Lucan.

**Q: Who can book the room?**

The room is available for community groups engaging in civic, cultural or educational activities and *cannot be used for the solicitation of business, fundraising, personal activities or private social functions*. More information can be found in the Middlesex County Library Policy Manual (Facilities 10) found online at [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

**Q: Is there a fee?**

There is no fee to use the room.

**Q: What equipment is available?**

The room comes equipped with a projection screen and 60 chairs and 6 tables.

**Q: How far in advance can I book?**

The room can be booked up to 90 days in advance of an event, subject to availability.

**Q: When is the room available?**

The room can be booked during these times, depending on availability and library programming:

Mon 10am-4pm / Tues 2-8pm / Wed 10am-8pm /

Thurs 2-8pm / Fri 10am-4pm / Sat 10am-4pm

[rules for use on reverse](#) →

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## Application Form

Please complete **both sides of this form**, detach along the dotted line, and return it to the library. You will be notified ASAP on whether we are able to fill your request. Thank you.

Name: \_\_\_\_\_

Group: \_\_\_\_\_

Phone: \_\_\_\_\_

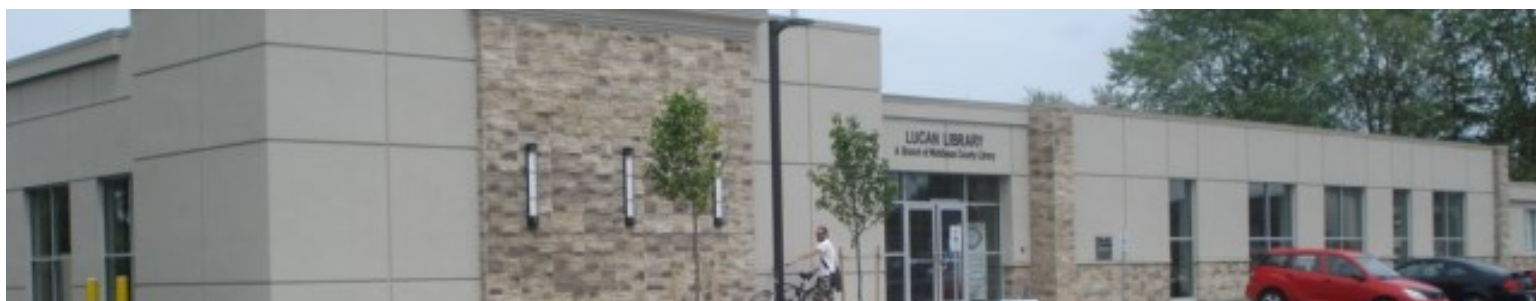
Email: \_\_\_\_\_

Date & time  
of request: \_\_\_\_\_

## Rules for Use

- 1) All persons associated with the event must agree to leave the building at the times specified when room booking arrangements are made.
- 2) The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
- 3) All premises must be left in an orderly and clean condition.
- 4) Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
- 5) The serving of liquor is not allowed.
- 6) No material may be posted on walls or windows of the meeting room.
- 7) Groups will be responsible for the set up and arrangement of the program room for their meeting and will return the room back to its original state when finished.
- 8) Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

## Contact Information



### Lucan Library

Leigh Robinson, Supervisor

lrobinson@middlesex.ca

519-227-4682

270 Main Street | Lucan, ON | N0M 2J0

### Hours of Operation

Mon, Fri & Sat 10am - 4pm

Tues & Thurs 2pm - 8pm

Wed 10am - 8:00pm

## Application Form, continued

Type of event: \_\_\_\_\_

Additional info: \_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, representing \_\_\_\_\_, have read the Rules for Use  
(please print name) (organization's name)

and agree to its terms and conditions. I acknowledge the organization's responsibility for any damage to the building, furnishing or equipment during our use of the room.

\_\_\_\_\_  
(signature)

FOR LIBRARY USE

Date rec'd: \_\_\_\_\_

Confirmation sent: \_\_\_\_\_

# Parkhill Library Program Room

## Frequently Asked Questions

### Q: Where is the room located?

There is a room available to book at the Parkhill Library, inside the North Middlesex Shared Services Centre, at 229 B Main Street in Parkhill.

### Q: Who can book the room?

The room is available for community groups engaging in civic, cultural or educational activities and *cannot be used for the solicitation of business, fundraising, personal activities or private social functions*. More information can be found in the Middlesex County Library Policy Manual (Facilities 10) found online at [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

### Q: Is there a fee?

There is no fee to use the room.

### Q: What equipment is available?

The room comes equipped with a projection screen and also 60 chairs and 6 tables.

### Q: How far in advance can I book?

The room can be booked up to 90 days in advance of an event, subject to availability.

### Q: When is the room available?

The room can be booked during these times, depending on availability and library programming:

Mon 10AM-4PM / Tues 2PM-8PM / Wed 10AM-8PM /  
Thurs 2PM-8PM / Fri 12:30PM-4PM / Sat 10AM-4PM

[rules for use on reverse](#) →

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## Application Form

Please complete **both sides of this form**, detach along the dotted line, and return it to the library. You will be notified ASAP on whether we are able to fill your request. Thank you.

Name: \_\_\_\_\_

Group: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date & time  
of request: \_\_\_\_\_



## Rules for Use

- 1) All persons associated with the event must agree to leave the building at the times specified when room booking arrangements are made.
- 2) The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
- 3) All premises must be left in an orderly and clean condition.
- 4) Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
- 5) The serving of liquor is not allowed.
- 6) No material may be posted on walls or windows of the meeting room.
- 7) Groups will be responsible for the set up and arrangement of the program room for their meeting and will return the room back to its original state when finished.
- 8) Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

## Contact Information



### Parkhill Library

Doug Warnock, Supervisor  
dwarnock@middlesex.ca  
519-294-6583  
229B Main St. | Parkhill, ON | N0M 2K0

### Hours of Operation

Mon & Sat 10:00am - 4:00pm  
Tues & Thurs 2:00pm - 8:00pm  
Wed 10:00am - 8:00pm  
Fri 10:00am - 4:00pm

## Application Form, continued

Type of event: \_\_\_\_\_

Additional info: \_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, representing \_\_\_\_\_, have read the Rules for Use  
(please print name) (organization's name)

and agree to its terms and conditions. I acknowledge the organization's responsibility for any damage to the building, furnishing or equipment during our use of the room.

\_\_\_\_\_  
(signature)

FOR LIBRARY USE

Date rec'd: \_\_\_\_\_

Confirmation sent: \_\_\_\_\_

# Thorndale Community Room

## Frequently Asked Questions

**Q: Where is the room located?**

There is a room available to book at the Thorndale Library, located at 21790 Fairview Rd, Thorndale.

**Q: Who can book the room?**

The room is available for community groups engaging in civic, cultural or educational activities and *cannot be used for the solicitation of business, fundraising, personal activities or private social functions*. More information can be found in the Middlesex County Library Policy Manual (Facilities 10) found online at [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

**Q: Is there a fee?**

There is no fee to use the room.

**Q: What is the room capacity?**

The capacity is 140 persons standing, 75 persons with chairs only and 60 persons with tables & chairs.

**Q: What equipment is available?**

The room comes equipped with a projection screen, 48 chairs, 6 tables, a coffee maker and 48 mugs.

**Q: How far in advance can I book?**

The room can be booked up to 90 days in advance of an event, subject to availability.

**Q: When is the room available?**

The room can be booked for use from 8am-11pm, Monday-Friday. Arrangements regarding keys can be made for groups using the room outside of library open hours.

[rules for use on reverse](#) →

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## Application Form

Please complete **both sides of this form**, detach along the dotted line, and return it to the library. You will be notified ASAP on whether we are able to fill your request. Thank you.

Name: \_\_\_\_\_

Group: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date & time  
of request: \_\_\_\_\_



# Rules for Use

- 1) All persons associated with the event must agree to leave the building at the times specified when room booking arrangements are made.
- 2) The library is not responsible for damage, theft or loss of articles or property belonging to persons renting Library rooms and/or to program attendees.
- 3) All premises must be left in an orderly and clean condition.
- 4) Groups using the meeting rooms shall secure any necessary performance licences and indemnify the Library for any failure to do so on their part.
- 5) The serving of liquor is not allowed.
- 6) No material may be posted on walls or windows of the meeting room.
- 7) Groups will be responsible for the set up and arrangement of the program room for their meeting and will return the room back to its original state when finished.
- 8) Groups are responsible for their own audiovisual equipment unless previously arranged with Library.

# Contact Information



## Thorndale Library

Debbie Guy, Supervisor  
dguy@middlesex.ca  
519-461-1150

21790 Fairview Rd | Thorndale, ON | N0M 2P0

## Hours of Operation

Tues, Wed & Thurs 2pm - 8:30pm  
Fri 10am - 4:30pm  
Sat 10am - 2pm

# Application Form, continued

Type of event: \_\_\_\_\_

Additional info: \_\_\_\_\_

\_\_\_\_\_

I, \_\_\_\_\_, representing \_\_\_\_\_, have read the Rules for Use

(please print name)

(organization's name)

and agree to its terms and conditions. I acknowledge the organization's responsibility for any damage to the building, furnishing or equipment during our use of the room.

\_\_\_\_\_  
(signature)

FOR LIBRARY USE

Date rec'd: \_\_\_\_\_

Confirmation sent: \_\_\_\_\_

## **APPENDIX E**

### **Middlesex County Library Branch Programming and Activity Guidelines November 2013**

#### **Background**

Library programs support the vision of the Middlesex County Library system by Informing, Enriching and Connecting Middlesex County. Programming builds community and fosters literacy. The process of establishing program benchmarks for all branches forms part of the annual business plan/budget process for library management and the Library Board. This allows us to allocate resources accordingly as we aim for a standardized presence. Wherever practical, library facilities will be offered as sites for County programming. Staff will ensure that library programming will not duplicate similar programming offered by other County or community agencies.

A limited number of paid programs for children/families will be offered throughout the year based on budget allocation and are planned collaboratively between the Branch Supervisor, Library Coordinators and Child & Youth Librarian. Branch programming is not limited to traditional programs, and includes all branch activities such as book sales, class visits, outreach events and group visits.

Special programs will be offered based on demonstrated community need. Financial support from the public or other forms of community engagement may be required in order to offer adult programs.

All programming must be approved by the Director of Library Services, Library Coordinator, or Child & Youth Librarian.

MCL Headquarters staff provides programming support to all Branches in the following ways:

- a) Program plans will be sent to the Public Services Coordinator of Child & Youth Librarian for approval.
- b) All publicity will be designed centrally through headquarters
- c) Will coordinate paid programming/entertainers
- d) Will provide resources to Branch to support the Summer Reading Club program
- e) Will provide resources to Branch to support Family Day and March Break programming.
- f) By advising Branch Supervisors on program development and approving new programming initiatives

## APPENDIX E, continued

### Tier 1: Basic Branches (Coldstream, Delaware, Melbourne, Newbury, Wardsville)

Basic branches provide basic programming to preschool children/babies outside of the regular operating hours of the Branch, based on demonstrated community need and subject to the availability of resources. Opportunities for facilitating outreach programming with outside agencies (ie. OEYC) will be pursued to respond to community need. These co-sponsored programs will have minimal financial cost.

Basic branches offer the TD Summer Reading Club program and plan programs to support the theme and content of this province wide literacy initiative.

#### Basic branches:

- a) Conduct the TD Summer Reading Club program and limited co-sponsored programs through community partnerships where a need exists
- b) Paid programming may be provided (fees are not included in annual branch budget)
- c) 28 preschool programs/year will be provided
- d) 2 seasonal preschool programs will be provided

#### Basic Branch program supplies/refreshment budget guidelines\*\*:

Miscellaneous programming: \$100.00

SRC: \$70.00

March Break and Special Story times: \$30.00

**Total: \$200.00**

Staff are responsible for keeping track of programming expenses and submitting receipts quarterly to the Director of Library Services. Unused programming money will not carry over to following year.

\*\* Money received as branch donation will be used to supplement programs in place of the designated budget, as determined by management.

## APPENDIX E, continued

### **Tier 2: Enhanced Branches (Ailsa Craig, Glencoe, Ilderton, Komoka, Mt. Brydges and Thorndale)**

Enhanced branches build on the programs offered by basic branches as they have more floor space allowing programs to occur during library open hours. These branches build on the level of programming offered in Basic Branches by offering programs for all age ranges in the community. They offer a broader range and greater number of children's programs and try new initiatives to meet the programming needs of the larger populations they serve. Programs are offered regularly throughout the year, and staff partner with other community agencies to provide programming.

#### **Enhanced branches:**

- a) Provide a range of library and co-sponsored programs for all ages to meet community needs
- b) Provide at least 2 summer story times
- c) Offer 5 PA day programs
- d) Offer 28 story times/year (additional as needed)
- e) Offer 4 seasonal story times
- f) Offer a maximum of 4 Saturday story times (optional)
- g) Offer 4-8 Bedtime/evening story times
- h) Offer 8 Summer Reading Club programs /activities
- i) Offer a minimum of 6 young adult (tween/teen) programs
- j) Offer book clubs as needed

#### **Annual Enhanced Branch program supplies/refreshment budget guidelines\*\*:**

Miscellaneous programming: \$200.00

SRC/YA (tween/teen) Programming: \$100.00

March Break and Family Day Programs: \$50.00

**Total: \$350.00 (does not include fees for paid programming)**

Staff are responsible for keeping track of programming expenses and submitting receipts quarterly to Director of Library Services. Unused programming money will not carry over to following year.

\*\* Money received as branch donation will be used to supplement programs in place of the designated budget, as determined by management.

## APPENDIX E, continued

### Tier 3: Comprehensive Branch (Dorchester, Lucan, Parkhill, and Strathroy)

As the largest branches in the Middlesex County Library system, the Comprehensive Branches offer a lot of programming. Specialized programming staff plan and conduct a wide range of library and cosponsored programs for children and youth on a year round basis. Staff members provide guidance and leadership to Basic and Enhanced Branches in programming. Adult programming based on community need and interest is offered regularly. Sponsorship and community engagement are encouraged.

#### Comprehensive branches:

- a) Provides ongoing library programming for children, teens and adults including co-sponsored programs with community agencies;
- b) Provides a wide range of paid programs to meet community need and interest
- c) Shares and suggests programming ideas with Branch Supervisors and management
- d) Conducts ongoing outreach with community groups, committees, advisory groups and schools
- e) Conducts class visits with local schools and hosting visits to the library
- f) Serves as a role model for the system by seeking out ways to market and promote the library in the community
- k) Provide at least 6 summer story times
- l) Offer 5 PA day programs
- m) Offer 56 story times/year (additional as needed)
- n) Offer all seasonal story times
- o) Offer a maximum of 8 Saturday story times (optional)
- p) Offer 4-8 Bedtime/evening story times
- g) Offer 16 guided Summer Reading Club programs
- h) Offer a minimum of 12 YA (tween/teen) programs
- i) Offer a book club as needed

#### **Annual Comprehensive Branch program supplies/refreshment budget guidelines\*\*:**

Miscellaneous programming: \$300.00

SRC/YA (tween/teen) Programming: \$150.00

March Break and Family Day Programs: \$100.00

**Total: \$550.00 (does not include fees for paid programming)**

Staff are responsible for keeping track of programming expenses and submitting receipts quarterly to Director of Library Services. Unused programming money will not carry over to following year.

\*\* Money received as branch donation will be used to supplement programs in place of the designated budget, as determined by management.

## APPENDIX F

### Volunteer Application for Middlesex County Library November 2012

#### Middlesex County Library Volunteer Application



#### Contact Information

Name	
Street Address	
City, Prov., Postal Code	
Home Phone	
Work Phone	
E-Mail Address	

#### Availability

✓ During which hours are you available for volunteer assignments?

Weekday mornings	Weekend mornings	Weekday afternoon s	Weekend afternoon s	Weekday evenings	Weekend evenings
___	___	___	___		

#### Preferred Location

✓ Tell us which branch you are interested in volunteering at:

- \_\_\_ Ailsa Craig
- \_\_\_ Coldstream
- \_\_\_ Delaware
- \_\_\_ Dorchester
- \_\_\_ Glencoe
- \_\_\_ Ilderton
- \_\_\_ Komoka
- \_\_\_ Lucan
- \_\_\_ Melbourne
- \_\_\_ Mount Brydges
- \_\_\_ Newbury
- \_\_\_ Parkhill
- \_\_\_ Strathroy
- \_\_\_ Thorndale
- \_\_\_ Wardsville

## APPENDIX F, continued

### Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

### Previous Volunteer Experience

Summarize your previous volunteer experience.

### Person to Notify in Case of Emergency

Name	
Street Address	
City, Prov., Postal Code	
Home Phone	
Work Phone	
E-Mail Address	

### Closing Statement

I understand that to ensure the safety of Library patrons and staff, I may be asked to complete a Vulnerable Persons Screening Check. The information on this application form is collected under the authority of the Freedom of Information and Protection of Privacy Act, and will be used solely for the purpose of determining eligibility and suitability for volunteer opportunities.

Signature: \_\_\_\_\_ Date (DD/MM/YYYY): \_\_\_\_\_

Parental Signature: \* \_\_\_\_\_ Date (DD/MM/YYYY): \_\_\_\_\_  
(\* only required if under 18 years)

Thank you for completing this application form and for your interest in volunteering with us.

## APPENDIX G

### Request for Reconsideration of Library Material

Please complete and return this form. It will be forwarded to the County Librarian who will examine the material and its reviews in order to determine if action should be taken. Patrons are reminded that according to Middlesex County Library's policy (RES 1.19 Controversial Materials) *"The Board recognizes that some materials may be regarded by certain individuals or groups as controversial, whether because of bias, frankness of language, political expression, or moral implications... The primary aim of materials selection is to establish a balanced collection which adequately represents various points of view on many subjects"*. You can find the entire policy on our website: [library.middlesex.ca/about-us/using-library](http://library.middlesex.ca/about-us/using-library)

<b>1 Request Initiated By</b>		
Last Name		First Name
Street Address		
City	Province	Postal Code
Phone	E-mail	
I consent to be contacted in regards to this review:		
Signature		Date
<b>2 Material to be Reconsidered</b>		
Title		
Author/Performer		Publisher (if known)
Type of material: <input type="checkbox"/> Book <input type="checkbox"/> DVD/Blu-Ray <input type="checkbox"/> Other Please Specify		
1. What do you object to in the material? Please provide page references, passages, scene times, if possible. Attach additional pages if desired.		
2. Did you read/watch the entire item? If not, which parts?		
3. Do you have any further comments?		

Return this form to any Middlesex County Library Branch or mail to: County Librarian/CEO  
399 Ridout St. N  
London, ON  
N6A 2P1

<b>For Internal Use Only</b>	
Receiving Staff Member	Date Received
Date Received by County Librarian	Date of County Librarian's Response
Summary of Decision	