



# Peterborough Public Library

---

**To:** Library Board of Trustees

**From:** Jennifer Jones, Library CEO

**Meeting Date:** April 9, 2019

**Subject:** Report PPL19-018  
Library Policy Review

---

## Purpose

A report to provide the Library Board with a list of Library Policies and to set a review timetable.

## Recommendations

That the Library Board approve the recommendations as outlined in Report PPL19-018 dated April 9, 2019, of the Library CEO as follows:

- a) That report PPL19-018 be received for information;
- b) That a policy sub-committee be formed; and,
- c) That the Library Board establish a policy review timetable.

## Budget and Financial Implications

There are no budget or financial implications resulting from the approval of the recommendation of this report.

## Background

A list of current Library Policies is attached (see Appendix A). The policies themselves can be found either on the Library's website <https://www.ptbolibrary.ca/policies> or by requesting a paper copy from a staff member.

There are a number of policies which are due for revision. It is recommended that a sub committee be formed to properly review all Library policies, and that a policy framework is created to ensure continued maintenance.

The Library Board is mandated to have some policies by legislation. The Southern Ontario Library Service (SOLS) has created a list of policies and compliance requirements (see Appendix B) as a guideline for libraries.

Submitted by,

Jennifer Jones  
Library CEO

Contact Name:  
Jennifer Jones  
Phone: 705- 745-5382 Ext.2370  
E-Mail: [jjones@peterborough.ca](mailto:jjones@peterborough.ca)

Attached:  
Appendix A - List of Current Library Policies  
Appendix B - SOLS list of Policies

Appendix A - List of Current Library Policies

| <b>Policy Type</b> | <b>Policy Name</b>                                             | <b>Date approved<br/>(yyyy-mm-dd)</b> | <b>Date last revised<br/>(yyyy-mm-dd)</b> |
|--------------------|----------------------------------------------------------------|---------------------------------------|-------------------------------------------|
| Board by-laws      | Library By-laws                                                | 1910-10-03                            | 1942-05-07                                |
|                    | Composition of the Board and Terms of Reference (see MOU)      | 1997-09-06                            | 2018-06-25                                |
|                    | Delegations to the Library Board Policy                        | 2012-02-28                            |                                           |
|                    | Meetings of the Board (City's Adopted)                         |                                       |                                           |
| Foundation         | Intellectual Freedom                                           | 2011-05-17                            |                                           |
| Fundraising        | Sponsorship (City's Adopted)                                   | 2017-05-30                            |                                           |
| Governance         | Advocacy Policy                                                | 2002-05-28                            | 2005-04-26                                |
|                    | Committees of the Board                                        | 1998-06-23                            | 2001-06-04                                |
|                    | Duties and responsibilities of Individual Board members        | 2001-06-04                            |                                           |
|                    | Policy Development                                             | 2001-09-03                            | 2004-06-06                                |
| Operational        | Accessible Customer Service                                    | 2010-04-27                            |                                           |
|                    | Advertising Policy                                             | 2018-09-11                            |                                           |
|                    | Art Policy                                                     | 2018-11-13                            |                                           |
|                    | Code of Conduct                                                | 2003-02-25                            | 2015-06-30                                |
|                    | Food Policy                                                    | 2006-06-20                            |                                           |
|                    | Human Resources /Employment (City's Adopted)                   | 1999-06-22                            |                                           |
|                    | Interlibrary Loan Policy                                       | 1997-05-27                            |                                           |
|                    | Internet and Computer Use Policy                               | 2006-02-01                            | 2015-07-01                                |
|                    | Library Card Registration Policy                               | 2002-01-22                            | 2017-03-28                                |
|                    | Materials Selection Policy                                     | 2012-11-27                            | 2017-11-21                                |
|                    | Membership Policy                                              | 2005-02-22                            | 2017-03-28                                |
|                    | Occupational Health and Safety (City's Adopted)                | 2009-04-06                            |                                           |
|                    | One Card Policy                                                | 2013-09-24                            |                                           |
|                    | Overdue Policy                                                 | 2002-01-22                            | 2013-09-24                                |
|                    | Partnership Policy                                             | 2018-01-09                            |                                           |
|                    | Privacy Policy (MFIPPA)                                        | 2012-03-28                            | 2018-12-11                                |
|                    | Purchasing Policy (City's Adopted, by-law)                     | 2009-01-03                            |                                           |
|                    | Refund Policy                                                  | 2018-12-11                            |                                           |
|                    | Room Booking Policy                                            | 2008-02-26                            | 2017-06-27                                |
|                    | Scent sensitivity - Striving to be Scent free (City's Adopted) | 2018-07-30                            |                                           |

---

|                 |                                                                 |            |            |
|-----------------|-----------------------------------------------------------------|------------|------------|
|                 | Unattended Children Policy                                      | 1996-09-17 |            |
|                 | Video Surveillance Policy (City's Adopted)                      | 2007-04-17 |            |
|                 | Volunteer Policy                                                | 1998-06-23 | 2005-02-20 |
|                 | Workplace Harassment and Discrimination Policy (City's Adopted) | 2005-06-10 | 2013-09-04 |
|                 | Workplace Violence Prevention (City's Adopted)                  | 2005-06-10 | 2013-01-01 |
|                 | <b>Other items</b>                                              |            |            |
| Governance      | Library MOU                                                     | 2018-06-25 |            |
| Human Resources | Collective Agreement - Local CUPE 1833                          | 2015-12-31 |            |
| Foundational    | Mission Statement (Strategic Plan)                              |            | 2018-06-25 |
|                 | Values Statement (Strategic Plan)                               |            | 2018-06-25 |
|                 | Vision Statement (Strategic Plan)                               |            | 2018-06-25 |

| Type of policy/notes                                                                                                                                                                                                                                                                                                                                                                                                                                             | Trillium PL samples | Policies in OPLG 7 <sup>th</sup> | Legislation/Legislated                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Foundation Documents</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |                                  |                                                                                                                                |
| Intellectual Freedom                                                                                                                                                                                                                                                                                                                                                                                                                                             | <u>FN-04</u>        | 13.1M                            | CFLA/OLA Position statements                                                                                                   |
| <b>Indigenous Awareness and Reconciliation</b> (Three criteria every library should include in policy documents are: 1) the endorsement of a Respect and Acknowledgement Declaration for original Indigenous peoples of your territory; 2) a collection development policy statement which addresses the value of Indigenous materials and authors; and 3) a service policy statement which highlights the library's approach to serving Indigenous populations. | FN-05               | 14.11M                           | Can be written as one policy or elements included in separate policies – Trillium example puts the elements into one document. |
| <b>Board Bylaws</b>                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |                                  |                                                                                                                                |
| Statement of Authority and Powers & Duties of the Board                                                                                                                                                                                                                                                                                                                                                                                                          | <u>BL-01</u>        | 1.6M                             | PLA s.3(1)                                                                                                                     |
| Composition of the Board and Officers' Terms of Reference (Note: 1.5 is a mandatory guideline within OPLG which states that there must be written terms of reference for officers and any committees. These could be written as a policy or written into board by-laws, if you wish)                                                                                                                                                                             | <u>BL-02</u>        | 1.6M                             | PLA s.10,12,13 and 14(3)                                                                                                       |
| Meetings (includes reference to minutes and Guideline 1.4 requires that there be a record (minutes) of each meeting, no policy required)                                                                                                                                                                                                                                                                                                                         | <u>BL-03</u>        | 1.6M<br>1.4M                     | PLA s.14, s 15(3)b and s.16; Municipal Act 1990, cM50                                                                          |
| Amendment of Bylaws                                                                                                                                                                                                                                                                                                                                                                                                                                              | <u>BL-04</u>        | 1.6M                             |                                                                                                                                |
| <b>Governance Policies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |                                  |                                                                                                                                |
| Purpose and Duties of the Board (Note: 6.1 is a mandatory guideline which states that board members should be provided with written guidelines outlining duties and responsibilities. These could be in policy form, if you wish). This policy includes a Board Code of Conduct.                                                                                                                                                                                 | <u>GOV -01</u>      |                                  | PLA s.3(1) and Municipal Conflict of Interest 1990 c.M50                                                                       |
| Board Orientation <b>and Training</b> (Note: 6.2 is a mandatory OPLG guideline which requires that there is a formal orientation PROGRAM for all new board members. This program could be written as a policy, if you wish)                                                                                                                                                                                                                                      | <u>GOV-02</u>       |                                  |                                                                                                                                |
| Committees of the Board (Note: 1.5 is a mandatory OPLG guideline which states that there must be written terms of reference for officers and any committees. These could be written as a policy, if you wish)                                                                                                                                                                                                                                                    | <u>GOV-03</u>       |                                  |                                                                                                                                |
| Policy Development (Note: 2.1 is a mandatory OPLG guideline about writing policies for the library. It requires that there be a PROCESS to develop policies and this process could be written as a policy, if you wish)                                                                                                                                                                                                                                          | <u>GOV-04</u>       |                                  | PLA s.3(3)                                                                                                                     |
| Policy Review Schedule (Note OPLG guideline 2.3 requires that there be a schedule of review for library policies, no policy required)                                                                                                                                                                                                                                                                                                                            |                     | 2.3                              |                                                                                                                                |
| Planning                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <u>GOV-05</u>       | 7.8M                             | PLA s.20(a)                                                                                                                    |
| Financial Control and Oversight (Note: OPLG guidelines 4.2 and 4.3 refer to the need for a board to ensure accurate financial records are kept & reviewed by all board. This requirement could be written as a policy, if you wish)                                                                                                                                                                                                                              | GOV-06              |                                  | PLA s 15(4b), s.24(1)                                                                                                          |
| Board Advocacy                                                                                                                                                                                                                                                                                                                                                                                                                                                   | GOV-07              | 5.1.M                            |                                                                                                                                |
| Board-CEO Partnership (includes Delegation of Authority to the CEO and Evaluation of the CEO) Note: OPLG guideline 16.1 is a mandatory guideline which covers the evaluation of the library CEO. It requires a PROCESS for evaluation which could be written as a policy, if you wish)                                                                                                                                                                           | <u>GOV-08</u>       |                                  | PLA s.15(2)                                                                                                                    |
| Board Evaluation                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <u>GOV-09</u>       |                                  |                                                                                                                                |
| Succession Planning                                                                                                                                                                                                                                                                                                                                                                                                                                              | <u>GOV-10</u>       |                                  |                                                                                                                                |
| <b>Personnel Policies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                                  |                                                                                                                                |
| Human Resources Management (including Personnel records)                                                                                                                                                                                                                                                                                                                                                                                                         | <u>HR-01</u>        | 16.1M                            |                                                                                                                                |
| Staff Selection and Assignment (Note: OPLG guideline 16.3 is a mandatory guideline requiring written job descriptions for each position. The requirement for these job descriptions could be part of a policy. Having such                                                                                                                                                                                                                                       | <u>HR-02</u>        |                                  |                                                                                                                                |

|                                                                                                                                                                                                                                     |              |                |                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a policy is not mandatory, but having job descriptions is mandatory)                                                                                                                                                                |              |                |                                                                                                                                                                                                                                                                                                                                                                         |
| Employment of employees (formerly referring to employment of family members)                                                                                                                                                        | <u>HR-02</u> | 16.1M          | Municipal Act 2001 ( <b>REQUIRED by legislation</b> )                                                                                                                                                                                                                                                                                                                   |
| Terms and Conditions of Employment (includes grievances, complaints, resignations and dismissal)                                                                                                                                    | <u>HR-03</u> | 16.1M          | PLA s.15(1) and Employment Standards Act                                                                                                                                                                                                                                                                                                                                |
| Training and Development (Note: OPLG guideline 17.4 relates to training and states that training should be mentioned in personnel policy)                                                                                           | <u>HR-03</u> |                |                                                                                                                                                                                                                                                                                                                                                                         |
| Vacation, Public Holidays and leave                                                                                                                                                                                                 | <u>HR-04</u> | 16.1M          | Employment Standards Act                                                                                                                                                                                                                                                                                                                                                |
| Compensation / Salaries & Benefits (Note: OPLG guideline 16.4 is about ensuring that there are salary scales. The requirement for salary scales could be a policy if you wish, but the guideline is having the salary scale itself) | <u>HR-05</u> |                | PLA s.15(1) also refers to requirement to comply with the PAY EQUITY ACT, R.S.O. 1990, c. P.7 including having a plan and maintaining it by reviewing compensation on a regular basis                                                                                                                                                                                   |
| Retirement                                                                                                                                                                                                                          | <u>HR-05</u> | 16.1M          |                                                                                                                                                                                                                                                                                                                                                                         |
| Performance & Discipline (Note: 17.1 is a mandatory guideline requiring regular, written performance employee appraisals. Requirement could be policy if you wish, but guideline is about evaluation)                               | <u>HR-06</u> |                |                                                                                                                                                                                                                                                                                                                                                                         |
| Workplace Harassment and Discrimination                                                                                                                                                                                             | <u>HR-07</u> | 12.4M          | Under Ontario Occupational Health and Safety Act [s.32.0.1(1)] - All employers, regardless of how many workers, must prepare policies with respect to workplace violence and workplace harassment and review them at least once a year. Also have a program for each ( <b>REQUIRED</b> ) – In 2016 – need to add sexual harassment and measures to deal with complaints |
| Prevention of Workplace Violence<br><i>Note: In the area of workplace violence, harassment and working alone, OPLG Guidelines has policies in Section 12 and procedures for similar topics in Section 18</i>                        | <u>HR-08</u> | 12.3 M         |                                                                                                                                                                                                                                                                                                                                                                         |
| Health and Safety (of staff)                                                                                                                                                                                                        | <u>HR-09</u> | 12.1M          | Under Occupational Health and Safety Act/OHSA [s.25 (2) (j)] - prepare a written occupational health & safety policy & review policy... ( <b>REQUIRED</b> )                                                                                                                                                                                                             |
| Use of Technology Policy - This policy covers employee use of library computers, devices, e-mail system and networks. Employee use of social media is addressed in policy <b>HR-12</b>                                              | <u>HR-10</u> | 15.4M          |                                                                                                                                                                                                                                                                                                                                                                         |
| Travel Expenses                                                                                                                                                                                                                     | <u>HR-11</u> |                |                                                                                                                                                                                                                                                                                                                                                                         |
| Staff Use of Social Media – This policy covers employee use of social media. HR-10 covers employee use of library computers, devices, e-mail system and networks.                                                                   | <u>HR-12</u> | 15.4M          |                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Operational Policies</b>                                                                                                                                                                                                         |              |                |                                                                                                                                                                                                                                                                                                                                                                         |
| <u>Privacy, Access to Information &amp; Electronic messages under CASL - Policy Number - covers confidentiality, protection of privacy and handling electronic messages under Canada's Anti-Spam Legislation</u>                    | <u>OP-01</u> | 13.4M          | MFIPPA 1990 c.M56. Trillium sample policy amended in 2017 to include details of CASL legislation which came into effect July 1, 2014                                                                                                                                                                                                                                    |
| Safety, Security and Emergencies (includes Working Alone)                                                                                                                                                                           | <u>OP-02</u> | 12.2M          | See HR-09 above. Bill 168, OHSA Amendment (Violence & Harassment in the Workplace) 2009 ( <b>REQUIRED</b> )                                                                                                                                                                                                                                                             |
| Code of Conduct / Behaviour (public behaviour in library facilities)                                                                                                                                                                | <u>OP-03</u> | 12.5           | Can refer to Trespass to Property Act, R.S.O. CT21 and Criminal Code (R.S.C., 1985, cC-46p                                                                                                                                                                                                                                                                              |
| Collection Development                                                                                                                                                                                                              | <u>OP-04</u> | 13.1M          |                                                                                                                                                                                                                                                                                                                                                                         |
| Resource Sharing                                                                                                                                                                                                                    | <u>OP-05</u> | 14.9           |                                                                                                                                                                                                                                                                                                                                                                         |
| Programming                                                                                                                                                                                                                         | <u>OP-06</u> | 14.4M          |                                                                                                                                                                                                                                                                                                                                                                         |
| Internet Services (15.1 is about free access to public computers, 15.2 is about acceptable use of library's electronic systems while 15.3 is a mandatory                                                                            | <u>OP-07</u> | 15.1M<br>15.2M |                                                                                                                                                                                                                                                                                                                                                                         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |               |       |                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| guideline requiring a statement giving the library's position on internet filtering and control of electronic information)                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               | 15.3M |                                                                                                                                                                                                                                                                                                                                                                     |
| Meeting Room (only required if you have public meeting room space)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <u>OP-08</u>  | 14.8  |                                                                                                                                                                                                                                                                                                                                                                     |
| Community Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <u>OP-09</u>  | 14.5  |                                                                                                                                                                                                                                                                                                                                                                     |
| Children in the Library (including Unattended Children)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <u>OP-10</u>  | 14.3  | Child Youth & Family Services Act                                                                                                                                                                                                                                                                                                                                   |
| Young Adults/Teens in the Library                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <u>OP-11</u>  | 14.4  |                                                                                                                                                                                                                                                                                                                                                                     |
| Circulation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <u>OP-12</u>  | 13.3M | MFIPPA 1990 c.M56                                                                                                                                                                                                                                                                                                                                                   |
| Local History                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <u>OP-13</u>  | 14.6  |                                                                                                                                                                                                                                                                                                                                                                     |
| Digitization ( <i>of local history</i> )                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <u>OP-13</u>  | 14.7  |                                                                                                                                                                                                                                                                                                                                                                     |
| Information Services/Reference Service                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <u>OP-14</u>  | 14.1M |                                                                                                                                                                                                                                                                                                                                                                     |
| Accessibility in the Library<br>Accessible Customer Service - At 6.4, there is a mandatory guideline that the library board has gone through AODA Customer Service training and at 17.8, a mandatory guideline that staff have completed training. No policy required in OPLG – just the training requirement<br>Integrated Standards (24.11 is a non-mandatory guideline regarding materials in alternate formats and 29.7 is a non-mandatory guideline regarding assistive technology). But Guideline 14.2 is mandatory and relates to having a AODA Statement (which is usually written as a policy) | OP-15         | 14.2M | AODA –...regulations set out in <i>Ontario Regulation 165/16</i> , passed in 2016 which replaced <i>Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</i> and sections of <i>Ontario Regulation 191/11 (Integrated Accessibility Standards)</i> . <b>(REQUIRED to have statement of commitment and customer service policy and training)</b> |
| The Library and Political Elections                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | OP-16         |       |                                                                                                                                                                                                                                                                                                                                                                     |
| Records Retention and Schedule                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | OP-17         |       |                                                                                                                                                                                                                                                                                                                                                                     |
| Procurement/Purchasing Policy<br>(SOLS has a guide – <i>Ontario Public Library Purchasing Guide</i> posted at <a href="https://www.sols.org/index.php/about-us/761-sols-publications/lsgs/403-library-guides">https://www.sols.org/index.php/about-us/761-sols-publications/lsgs/403-library-guides</a> )                                                                                                                                                                                                                                                                                               | OP-18         |       | Municipal Act 2001 (Sec. 271) local boards adopt policies - procurement of goods & services <b>REQUIRED</b>                                                                                                                                                                                                                                                         |
| <b>Volunteers Policies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |               |       |                                                                                                                                                                                                                                                                                                                                                                     |
| Volunteer Program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <u>VOL-01</u> | 16.8M |                                                                                                                                                                                                                                                                                                                                                                     |
| Recruitment and Assignment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <u>VOL-02</u> | 16.8M |                                                                                                                                                                                                                                                                                                                                                                     |
| Responsibilities for Volunteers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <u>VOL-03</u> | 16.8M |                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Fundraising Policies</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |               |       |                                                                                                                                                                                                                                                                                                                                                                     |
| <u>General Gift Acceptance</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | FR-01         |       |                                                                                                                                                                                                                                                                                                                                                                     |
| <u>Administration</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | FR-02         |       |                                                                                                                                                                                                                                                                                                                                                                     |
| <u>Partnerships and Sponsorship</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | FR-03         |       |                                                                                                                                                                                                                                                                                                                                                                     |

#### A note on codes

**TPL** = *Trillium Public Library Policy Manual* Originally written in the Library Development Guide series as *Trillium Public Library Policy Manual*, the information from the policy manual is now presented a series of downloadable sample policies developed by staff at the Southern Ontario Library Service and linked to the web page <https://www.sols.org/index.php/sols-services/sample-policies>

**OPLG** = *Ontario Public Library Guidelines*, 7<sup>th</sup> edition. Within this edition, there are 28 different written policies listed. Of the 28 total, 19 policies are mandatory if you wish to be considered for accreditation within the OPLG framework. Of the 28, two of them might be deemed to be not applicable (for example, if you do not have a public meeting room, then you don't need a policy about that). Neither of those 2 are mandatory.

**M** = A library cannot be accredited under the *Ontario Public Library Guidelines* if it fails to meet any one of the mandatory guidelines.

**REQUIRED** = Required by some piece of legislation, commonly Ontario Occupational Health and Safety Act (OHSA) or Accessibility for Ontarians with Disabilities Act (AODA) 2005

**PLA** –Public Libraries Act, R.S.O. 1990, c. P.44. Posted at <https://www.ontario.ca/laws/statute/90p44>