SOUTH ALGONQUIN PUBLIC LIBRARY (SAPL)
REGULAR MEETING OF THE BOARD
November 28st 2023 Whitney Library
AGENDA

Land Acknowledgement:

Call to Order

1. **Approval of Agenda**
2. **Approval of Minutes: October 17th 2023**
3. **Report of the Chairperson:**
4. **Business Arising from the Minutes**
   - 4.1. **Little Free Libraries:** Have been moved to the Recreation Halls.
   - 4.2. **Water Issues in Whitney:** Water has been tested and is safe for drinking.
5. **New Business:**
   - **5.1. Ontario Park Passes:** registration has been completed for 2024.
   - **5.2. Library Speakers Consortium**
   - **5.3. Access Copyright has been renewed**
6. **Reports**
   - **6.1. Finance:**
   - **6.2. Librarian's Reports**
   - **6.3. Council Report**
7. **Governance**
   - 7.1. **Public Library Operating Guidelines:** Introduction and an overview library policies and compliance requirements.
   - 7.2. **Policy:** Canada's Anti-Spam Legislation Policy(new), Privacy, Access to Information & Electronic Messages Policy(new)
   - 7.3.
   - 7.4. **Strategic Planning/Strategic Doing:**
8. **Programming:**
   - **8.1. Code Club Canada:** Continues bi-weekly
   - 8.2. **Indigenous Program:** Gary Pritchard of 4 Directions Conservation: December 10th @ 1pm, Lester Smith Centre, Whitney
9. **Correspondence:**
10. **Any Other Business**
11. **In Camera / Out of Camera**
12. **Next meeting: January 16 th 2024 7pm @ Madawaska**
13. **Adjournment**

Township of South Algonquin Libraries Monthly Stats

November 2023

	Whitney		Madawaska	
	Sept	October	Sept	October
Head Count	214	166	93	104
School visits	28	88		
total	242	254		
Circulation	453	475	26	37
Activity Kits (includes Park passes)	9	4		1
Device		2		
Computer users	57	66	1	1
Inter Library Loans	15	18	2	2
New Members	1	0	1	0
Print/fax/copy	21	6	4	9
Reference/Reader's Advisory	34	40	0	0
Tech/media/software support	7	10	2	1
time spent on above requests	205	250	27	80
Program headcount			5	0
Over drive users	19	21		
Overdrive circulation	117	154		
non members users	5	0	4	8

Madawaska September people stats: Tuesday's - 34 Thursday's -36 Saturday's - 23

Madawaska October people stats: Tuesday's - 36 Thursday's - 31 Saturday's - 37

Whitney September people stats: Wednesday's - 104 Thursday's - 98 Saturday's - 40

Whitney October people stats: Wednesday's - 119 Thursday's - 100 Saturday's - 35

8 FACTS ABOUT CANADIAN COPYRIGHT LAW

Source: https://www.copyrightlaws.com/8-facts-about-canadian-copyright-law/

This article was written by *Lesley Ellen Harris*, author of *Canadian Copyright Law, Fourth Edition*.

1 — COPYRIGHT PROTECTION IS AUTOMATIC

It's not mandatory to use a copyright symbol — © — in order to have copyright protection in Canada. Protection is automatic upon a work being "fixed" (e.g., a poem written on paper or a document saved on a hard drive).

If you're creating music in a band, that music is protected once you notate it or record it. If you're giving a speech or lecture, that speech or lecture is protected if written down or once it's recorded.

2 — DURATION OF COPYRIGHT PROTECTION IN CANADA

The duration of copyright protection in Canada is life-plus-seventy, or the end of the calendar year seventy years after the year in which the author died. Copyright expires on 31 December of that year. Note that this is the general duration of copyright in Canada and there are exceptions in specific circumstances. For further information, see *Duration of Copyright Protection in Canada*.

The previous duration of copyright protection in Canada was life-plus-fifty. On 30 September 2018, Canada, Mexico and the United States announced the completion of negotiations towards a new trade agreement to replace the North American Free Trade Agreement (NAFTA). The United States-Mexico-Canada Agreement (USMCA) includes a chapter on intellectual property. Under the USMCA, member countries are required to protect copyright for a minimum of 70 years after an author's death. Life-plus-seventy is already the duration of copyright protection in the U.S.

Beginning 30 December 2022, *copyright duration in Canada was extended to life-plus-seventy*. It is important to note that any works which entered the public domain after the original life-plus-fifty duration before 30 December 2022 remain in the public domain.

3 — REGISTERING COPYRIGHT WORKS IN CANADA

Deposit of a work with the Canadian Copyright Office is not possible; any copy of a work sent to the Canadian Copyright Office will be sent back to the applicant, without any examination of the work or verification of its relation to the application it was sent with. You can, however, register your copyright works with the Canadian Copyright Office by completing the copyright registration application.

Canadians who plan to commercially distribute their copyright works generally use the Canadian Copyright Office registration system. Often, they also register in the U.S. Copyright Office where a copy of the work is mandatory, providing extra proof should the copyright owner need to pursue their rights.

4 — MORAL RIGHTS IN THE CANADIAN COPYRIGHT ACT

In addition to economic rights, **the Canadian Copyright Act provides authors with three kinds of *moral rights***, rights that protect the author of a work.

1. Right of paternity, which allows an author the right to have their name on their work, remain anonymous or to use a pseudonym.
2. Right of integrity, which allows an author to prevent changes to a work that may be harmful to the author's honour or reputation. This right has stopped the famous Michael Snow geese sculpture in the Toronto Eaton Centre from having ribbons wrapped around the necks of the geese.
3. Right of association, which allows an author to prevent use of a work in association with a product, service, cause or institution that may prejudice the author's honour or reputation.

Not all countries provide moral rights and each country that does may have unique moral rights in its copyright law.

5 — FAIR DEALING IN CANADA (NOT FAIR USE!)

There's no fair use provision in the Canadian Copyright Act. **There is a fair dealing provision for specific purposes**:

- Research
- Private study
- Education*
- Parody*
- Satire
- Criticism
- Review
- News reporting

* The purposes of parody and education were added as part of the 2012 amendments to the Canadian Copyright Act.

If the use falls within one of these purposes, then you must determine fairness by applying your facts to the following factors set out in a *Supreme Court of Canada* case:

- The purpose of the dealing
- The character of the dealing
- The amount of the dealing
- Alternatives to the dealing
- The nature of the work
- The effect of the dealing on the work
- Any other factors that may help a court decide whether the dealing was fair

6 — YOUTUBE OR MASH-UP EXCEPTION TO COPYRIGHT

The Canadian Copyright Act allows an individual to use copyright protected materials when creating a new work such as a mash-up, and to post the new work online on a site like YouTube. This is a unique provision added to the Canadian Copyright Act in 2012.

7 — INTERNATIONAL COPYRIGHT PROTECTION

If you have copyright protection in Canada, you have automatic protection in the close to 200 countries that belong to the *Berne Copyright Convention*. Canadian works are protected in those countries according to the copyright laws of those countries.

Similarly, works from any of the other Berne member countries are protected in Canada under the Canadian Copyright Act (also see below).

8 — HOW INTERNATIONAL COPYRIGHT LAW WORKS IN CANADA

When reproducing content while physically in Canada, even content from another country, you apply Canadian copyright law. Thus in Canada, you can apply fair dealing to the use of your works whereas the same use of the same works may fall under the U.S. doctrine of fair use when reproduced in the U.S.

List of Library Policies and Compliance requirements (to May 2023)

Type of policy/notes	Trillium PL samples	Policies in OPLG 2023	Legislation/Legislated
Introduction – OPLG guideline 2.1 says that there should be a process for developing policies. This process can be written as Policy (see GOV-04 below) or in a preamble/introduction.		2.1	
Policy Review Schedule (Note - OPLG guideline 2.3 requires that there be a schedule of review for library policies within a 4-year period, no policy required. This could be part of a table of contents document.		2.3	
Foundation Documents			
Intellectual Freedom	FN-04	13.2M	CFLA/OLA Position statements
Indigenous Awareness and Reconciliation - The library recognizes and embraces the principles of Truth and Reconciliation with Ontario's diverse Indigenous population. The library engages in meaningful dialogue with Indigenous people and First Nation bands. In cases where local Indigenous people and First Nation bands prefer to engage in dialogue with the municipality and not the library, the library stays informed and is available as a supportive resource and partner. Resources available to the public library include meaningful dialogue with Indigenous people and First Nation bands as well as resources and strategies developed by the Canadian and International library community. The library sector acknowledges its need to recognize and embrace the principles of Truth and Reconciliation with Ontario's diverse Indigenous populations. Subject to the frameworks developed by the library sector, as updated and inclusive of dialogue with Indigenous people, three elements should be included in each Library's policy documents. 1) a statement that endorses a Respect and Land Acknowledgement Declaration for original Indigenous peoples; 2) a collection development policy statement that addresses the value of Indigenous collection materials and enables Indigenous authors and content creators to be included and highlighted; 3) a policy statement that highlights the provision of library services for Indigenous people and that can include plans or policies to partner with Indigenous people and their communities. .	FN-05	14.10 **M**	The above is recommended as a dedicated Indigenous Awareness and Reconciliation policy. It can also be included in other policies. Recommended resources to inform this policy includes input and reports from The Indigenous Task Group of the Ontario Library Association, the Truth and Reconciliation Committee of the Canadian Federation of Library Associations and ongoing meaningful dialogue with Indigenous people and First Nation bands. – Trillium example puts the elements into one document.
Equity, Diversity and Inclusion (EDI) - The library recognizes and embraces the diverse nature of every Ontario community. The library endorses a statement on EDI that includes: 1) assessing the barriers to accessing its services through an inclusion lens; 2) creating a collection development policy statement regarding the inclusion of diverse materials that enables a broad range of authors, content creators, and experiences to be included and highlighted; 3) the provision of library services of a diverse nature.		14.11 **M**	*The above is recommended as a dedicated Equity, Diversity and Inclusion Policy. It can also be included in other policies or plans.* -Trillium example is being developed but will be a dedicated Diversity and Inclusion Policy.
Board Bylaws		1.6**M**	
Bylaws - The governing body maintains procedural bylaws which address its responsibilities, organization, meetings, finances, and amendment of bylaws.	BL-01	1.6**M**	Authority of Board -PLA s.3(1) Composition of Board - PLA s.10,12,13 and 14(3) Meetings - PLA s.14, s 15(3)b and s.16; Municipal Act 1990, cM50
Governance Policies			

List of Library Policies and Compliance requirements (to May 2023)

Type of policy/notes	Trillium PL samples	Policies in OPLG 2023	Legislation/Legislated
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**.	GOV -01		PLA s.3(1) and *Municipal Act* requires a Code of Conduct for Councils, but library boards are exempt from that requirement
Board Orientation and Training (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)	GOV-02		
Committees of the Board (Note: 1.5 is a mandatory OPLG guideline which states there must be written terms of reference for officers and any committees. These could be written as a policy, if you wish)	GOV-03		
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)	GOV-04		PLA s.3(3)
Planning Policy - The governing body maintains written policy which defines its role and responsibilities with respect to planning. The Planning Policy should consider the mandatory technology and accessibility plans, as well as other non-mandatory plans identified within this document.	GOV-05	7.1**M**	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)	GOV-08		PLA s.15(2)
Board Evaluation	GOV-09		
Succession Planning	GOV-10		
Personnel Policies			
Human Resources Management (including Personnel records and Electronic monitoring)	HR-01	16.1**M**	
Hiring and Orientation (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 a policy is not mandatory, but having job descriptions is mandatory)	HR-02	16.1 M	Under *Municipal Act 2001*, Section 270 (2), a local board including the library boards are **REQUIRED** to have a policy or section of a policy for "its hiring of employees"
Hours of work and Disconnecting from Work (formerly Terms & Conditions of Employment)	HR-03	16.1**M**	PLA s.15(1) and ***Employment Standards Act***
Compensation, Benefits, Vacations and Leaves (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 actually having the salary scale itself)	HR-04	16.1**M**	Employment Standards Act + 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

List of Library Policies and Compliance requirements (to May 2023)

Type of policy/notes	Trillium PL samples	Policies in OPLG 2023	Legislation/Legislated
Staff Development & Performance Appraisal(Note: OPLG 17.1 is a mandatory guideline requiring regular, written performance employee appraisals. Requirement could be policy if you wish, but guideline is about evaluation. *OPLG guideline 17.4 relates to training and states that training should be included in HR policy)*	HR-05	17.1**M**	Note: Fees relating to cost of Professional Development are in Payment of expenses are in HR-06
Payment of Job-Related Expenses	HR-06	16.1**M**	
Workplace Harassment and Discrimination	HR-07	12.4**M**	Under Ontario *Occupational Health and Safety Act [s.32.0.1(1)]*, all employers, regardless of number of workers, are **REQUIRED** to prepare policies on workplace violence & workplace harassment and review them **at least once a year**. Also need programs for each. Sexual harassment & such complaints added in 2016.
Prevention of Workplace Violence *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*	HR-08	12.3 **M**	
Health and Safety (of staff)	HR-09	12.1**M**	Under *Occupational Health and Safety Act*/OHSA *[s.25(2)(j)]*- all employers are **REQUIRED** to prepare a written occupational health & safety policy & review policy **at least once a year**.
Employee Conduct (OPLG Guideline 15.4 asks for a policy on employee use of library computers, devices, e-mail system and networks) *Policy Appendix includes Policy Acknowledgement Statement and Confidentiality Statement – both to be signed by employee	HR-10	15.4**M**	- Combines old HR-10 'use of technology by staff' & HR-12 'staff use of social media' Also covers conduct, Alcohol & Drug, smoking, cell phones, computers, social media, dress code, confidentiality, and accepting gifts
Complaints and Problems	HR-11	16.1**M**	
Accessibility and Staff (OPLG guideline 17.8 is a mandatory guideline reflecting the Legislative requirement that all staff have AODA training – this policy is only how accessibility affects staff, not how library conducts its work)	HR-12	17.8M	AODA **REQUIRES** that a library have policy about accessibility which covers several areas including employees. Other AODA requirements covered by OP-15
Operational Policies			
Privacy, Access to Information & Electronic messages under CASL - Policy Number - covers confidentiality, protection of privacy under Canada's Anti-Spam Legislation (CASL), passed in 2014	OP-01	13.4**M**	MFIPPA 1990 c.M56. Trillium sample policy amended in 2017 to include details of CASL legislation
Safety, Security and Emergencies (includes Working Alone)	OP-02	12.1**M** 12.2**M**	See HR-09 above. Bill 168, OHSA Amendment (Violence & Harassment in the Workplace) 2009 **(REQUIRED)**
Public Code of Conduct (public behaviour in library facilities)	OP-03	12.5	Can refer to Trespass to Property Act, R.S.O. CT21 and Criminal Code (R.S.C., 1985, cC-46p
Collection	OP-04	13.1**M**	
Resource Sharing	OP-05	14.9	
Programming	OP-06	14.5**M**	

List of Library Policies and Compliance requirements (to May 2023)

Type of policy/notes	Trillium PL samples	Policies in OPLG 2023	Legislation/Legislated
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 guideline requiring a statement giving the library's position on internet filtering and control of electronic information)	OP-07	15.1**M** 15.2**M** 15.3**M**	
Meeting Room (only needed if you have public meeting room space)	OP-08	14.8	
Community Information	OP-09	14.6	
Children in the Library (including Unattended Children)	OP-10	14.3	Child Youth & Family Services Act
Young Adults/Teens in the Library	OP-11	14.4	
Circulation	OP-12	13.3**M**	MFIPPA 1990 c.M56
Local History	OP-13	14.7	
Information Services/Reference Service	OP-14	14.1**M**	
Accessibility in the Library 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 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 Commitment Statement (which is usually written as a policy)	OP-15	14.2**M**	AODA - *Ontario Regulation 165/16* updated sections of *O. Reg 191/11 (Integrated Accessibility Standards) and* integrated *O. Reg. 429/07 (Accessibility Standards for Customer Service)* and. **(REQUIRED to have statement of commitment to accessibility and customer service policy and training)**
The Library and Political Elections	OP-16		
Records Retention and Schedule	OP-17		
Purchasing/Procurement of Goods and Services	OP-18		Under *Municipal Act 2001*, Section 270 (2), a local board including the library boards are **REQUIRED** to have a policy on procurement of goods & services/purchasing
Volunteers Policies			
Volunteer Program	VOL-01	16.8**M**	
Fundraising Policies			
General Gift Acceptance	FR-01		
Administration	FR-02		
Partnerships and Sponsorship	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 polices developed by staff at the Southern Ontario Library Service and linked to the web page https://www.olservice.ca/consulting-training/consulting/policy/sample-policies

OPLG = *Ontario Public Library Guidelines*, 2023 edition. Within this edition, there are 26 different written policies listed. Of the 28 total, 20 policies are mandatory if you wish to be considered for accreditation within the OPLG framework. It may also be that you have combined some of the topic areas – which is fine if you have covered the topic and clearly identified it in the title. Of the total, two 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) but neither 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

Privacy, Access to Information & Electronic Messages Policy

The Township of South Algonquin Public Library recognizes that all visitors have the right to privacy and confidentiality regarding their use of the library's services, collections and online spaces, and the collection of personal information. In matters related to privacy and access to information, the Township of South Algonquin Public Library is guided by the Ontario ***Municipal Freedom of Information and Protection of Privacy Act,*** R.S.O. 1990, c. M.56, known commonly as (MFIPPA)

Section 1: The Library and Privacy

The Township of South Algonquin Public Library Board will protect the privacy of all individuals' personal information in its custody or control, in keeping with the privacy provisions of MFIPPA and other applicable legislation.

1. Collection of information

a) Personal information is defined in ***Municipal Freedom of Information and Protection of Privacy Act,*** R.S.O. 1990, c. M.56 (MFIPPA), in part, as "recorded information about an identifiable individual." This could include, in the library context, information on a user's borrowing habits, as well as information related to computer use.

b) The Township of South Algonquin Public Library collects the following identifiable pieces of information:
   - name, address, telephone number and e-mail address of each registered library user
   - information about what an individual library user has borrowed or items placed on hold
   - information about fines
   - information about a public meeting room space booked by a specific individual
   - information about programs an individual has registered to attend
   - information about individuals' requests for material through interlibrary loan. As part of a provincial interlibrary loan network, some of this information resides on servers in other places and the library cannot definitely guarantee the use of this information.
   - information about an individuals' request for materials through Overdrive. As part of a world wide service, some of this information resides on servers in other places and the library cannot definitely guarantee the use of this information.

c) The library collects comment forms, requests for material reconsideration and correspondence from individual users. All correspondence received is part of the Board's public documents except for correspondence related to personnel or property issues which would be treated as confidential and handled in an in-camera library board session.

d) The personal information may be given in any of three formats – in person, in writing, electronically – and this privacy policy covers all three circumstances.

2. Use of information

a) The collection of personal information is limited to that which is necessary for the administration of the library and the provision of library services and programs

b) The purposes for which personal information is collected from an individual is identified by the library at, or before, the time the information is collected and that consent is given by the individual at that time

c) As using personal information for other purposes than originally intended is not permitted by MFIPPA, if the library wishes to use a patron's personal information for a purpose that is not consistent with the one for which it was originally obtained or compiled, it must first acquire the patron's written consent to use the personal information for that new purpose.

3. Disclosure of information

a) The Library *will not* disclose personal information related to a visitor or library user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of *MFIPPA*. Disclosure is permitted in some situations, including the following:

- The Library will disclose personal information to a parent or guardian of a person up to sixteen (16) years of age who exercises the right of access to the child's personal information in the user or circulation databases.

b) The Library *may* also disclose information in accordance with the exemptions provided in section 32 of MFIPPA, including:

- Subsection (g), disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
- Subsection (i), disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased;

4. Retention of information

a) The Library *will not* retain any personal information related to the items borrowed or requested by a user, or pertaining to a user's on-line activity, longer than is necessary for the provision of library services and programs. The retention of personal information includes the following situations:

- Personal information regarding library transactions is retained in the user database.
- Records of returned items.

b) The Library *may* retain personal information related to library functions or services as described below, when users voluntarily opt in to do so; for example, in order to enhance or personalize library functions or services.

- Records relating to the answering of questions and/or in-depth research for the public in person, by phone, or e-mail.

5. Responsibility for privacy

a) The board is responsible for personal information under its control and designates the Chief Executive Officer (CEO) as the individual accountable for the library's compliance with legislation. The CEO ensures that the policy with respect to collection, use and disclosure of information is followed.

b) All Township of South Algonquin Public Library employees will be made aware of the importance of maintaining the confidentiality of personal information

c) Any library user who feels their privacy has not been protected may challenge library practices with the CEO. A library user whose challenge is not satisfied with the result, may appeal to the Library Board, maintaining either the current policy has been violated or that the current policy needs to be changed in order to address a perceived issue.

d) A breach is any unauthorized or illegal collection, use, or disclosure of personal information. In the event of a breach the CEO or her/his designate will:
    i. Contain the breach and repatriate the information
    ii. Assess the severity of the breach
    iii. Notify affected parties and the Information and Privacy Commissioner as required
    iv. Investigate the cause of the breach
    v. Implement corrective actions

Section 2: The Library and Access to Information

1. The Township of South Algonquin Public Library is committed to making access to information about the operations of the library available to the public. Board agendas and minutes, annual reports, policies and a variety of other information are made a matter of public record through the Library website, through Library publications and by request. In accordance with the *Public Libraries Act* the public can inspect any records that the board's secretary has on file except where exemptions are allowed under Section 6-16 of MFIPPA.

2. Responding to requests for other library information is a statutory obligation and will be completed promptly.

3. Upon request, an individual will be informed of the existence, use, and disclosure of his or her personal information, and be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

4. All requests for information or for records, not publically available, must be made in writing. The CEO will give written notice to the person making a request, as to whether or not access to the record or part of it will be given as prescribed in MFIPPA. Fees will be applied according to the Municipal Freedom of Information and Protection of Privacy Act R.R.O. 1990 Regulation 823.

   For more detailed Information, please refer to our policy on Canada's Anti-Spam Legislation

Date of Last Review: _____ Approval Date: _____
Chairperson: _____ CEO: _____

Canada's Anti-Spam Legislation Policy

The Township of South Algonquin Public Library is committed to complying with Canada's Anti-Spam Legislation. This policy defines the responsibility and parameters for the Township of South Algonquin Public Library's collection and use of electronic addresses and the distribution of commercial electronic messages.

Responsibility for Policy

1. The Township of South Algonquin Public Library Board is responsible for ensuring that the Library's electronic communications adhere to *Canada's Anti-Spam Legislation S.C. 2010, c. 23*.
2. The Township of South Algonquin Public Library Board delegates the responsibility of implementing this policy to the CEO or delegate.
3. All library board members, employees and volunteers who communicate on behalf of the Library are required to comply with this policy.

Collection and Use of Electronic Addresses

1. The Township of South Algonquin Public Library shall collect electronic addresses, which may include email addresses, and cellular phone numbers.
2. Electronic addresses collected from Library patrons by or on behalf of the Library shall be entered, stored and managed by the Library through the ILS (integrated library services) system.
3. All electronic addresses collected by or on behalf of the Library shall be entered, stored and managed by the Library in accordance with the Library's Privacy, Access to Information & Electronic Messages Policy.

Commercial Electronic Messages

1. An electronic message (EM) is defined as a message sent to an electronic address, including emails and text or instant messages, but excluding voicemail or fax messages. Direct social media messaging, such as one-on-one messages on Facebook, X (formerly Twitter) or other social media, are also considered EMs.
2. A commercial electronic message (CEM) is defined as an electronic message that has as one of its purposes "encouraging participation in a commercial activity," including selling, bartering or leasing projects, goods or services, whether or not there is an expectation of profit.

Examples of CEM may include:

- An invitation to a library program for which there is a charge
- Promotion of sales of products (used book sales)
- Newsletters that contain information about events for which there is a charge, contests or draws for which there is a charge for a ticket or library services for which there is a charge (i.e.: photocopying)
- An electronic message that contains a request for consent to send a commercial message

All CEMs must include:

- A statement clearly identifying the sender (including name, mailing address, phone number and web address);
- A method whereby the recipient can readily contact the sender;
- A mechanism for individuals to unsubscribe from further messages, which must be processed within 10 days.

Consent

The Township of South Algonquin Public Library must obtain either express or implied consent from recipients before a CEM is sent. The Township of South Algonquin Public Library will endeavor to obtain express consent from all patrons to whom it sends EMs, at all reasonable opportunities.

Express consent exists where an individual has agreed to receive commercial electronic messages from the Township of South Algonquin Public Library. An express consent form will be provided for the patron to sign. Once express consent has been secured CEMs may be sent indefinitely, unless the individual unsubscribes from further messages.

Implied consent exists where the Library and recipient have an existing business or non-business relationship. This includes a business relationship where there has been a purchase of product or services or a contract between the parties in the last two years, or a non-business relationship including registered members of the library, volunteers or Friends of the Library. Implied consent extends for two years after the end of the business or non-business relationship.

No consent is required if the electronic message is:

- Confirming or facilitating an ongoing transaction;
- Providing information on ongoing subscriptions, memberships or accounts;
- Within an organization or between organizations that already have a business relationship;
- Solicited in response to complaints, inquiries and requests;
- Arises from a legal obligation, court order or judgment; or
- A factual notification regarding your library account, including notices regarding holds or overdue books.

Unsubscribe Mechanism

All CEMs sent by the Library will include a mechanism by which the recipient may unsubscribe (i.e.: opt-out) of receiving further electronic messages from the Township of South Algonquin Public Library.

Requests to unsubscribe shall be processed in a timely manner. Within 10 days of the request the individual will cease to receive electronic messages from the Library and shall not receive them thereafter, unless the individual provides their express consent.

Date of Last Review: Approval Date:
Chairperson: CEO:

Ontario Public Library Guidelines Monitoring and Accreditation Council | Le Conseil de l'agrément et du contrôle des lignes directrices pour les bibliothèques publiques de l'Ontario

Ontario Public Library Guidelines
Introduction
2023 Edition

Since 1987, the Ontario Public Library Guidelines Monitoring and Accreditation Council has published the ***Ontario Public Library Guidelines***. While the seventh edition was published in 2017, in 2020 a decision was made to publish more continuous updates through an Annual Update released at the beginning of each year. The current edition is the 2023 edition.

What are the Guidelines?

All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service. The Guidelines are essentially a developmental tool. They provide a self-regulated process, designed to analyze the state of development of a public library and to measure itself against a set of objectives, widely accepted guidelines. They also provide public library boards, managers and staff and local governments with up-to-date public library guidelines on policies, resources, and services. Individual public libraries can choose to follow or exceed these Guidelines, regardless of whether they decide to pursue accreditation.

A further voluntary step in this self-regulated process enables a public library to submit its services to an external assessment and seek accreditation by its peers. The accreditation audit process is described in detail in the document entitled **"OPLG Accreditation Process: Information for Libraries."**

Who is responsible for the Guidelines?

The guidelines presented represent community-based norms for public libraries and public library development in Ontario. They are developed, monitored, and revised by a broadly-based group, representative of the Ontario public library community called the Ontario Public Library Guidelines Monitoring and Accreditation Council. This Council was established in 1987 by the Ontario Public Libraries Strategic Directions Council (SDC).

Purpose of the Guidelines

The purpose of the Ontario Public Library Guidelines Monitoring and Accreditation Council is threefold:

1. To monitor the continuing effectiveness of the Guidelines and make revisions as required.

2. To arrange for peer audits of those public libraries which so request.

3. To bestow the special designation of "Accredited Ontario Public Library" upon those public libraries that successfully completes the Guidelines accreditation process.

Goals of the Guidelines

The Guidelines have four principal goals:

1. To build upon and improve the current Ontario-wide public library system and its governance through updated guidelines and policy frameworks.

2. To maintain and enhance strong public library operations including services, information technology, and spaces supported by updated standards that all size libraries can meet or exceed.

3. To make available to public libraries a comprehensive development tool based on standards and guidelines, to raise the level of public library service province wide.

4. To recognize, through an accreditation process, the achievement of those public libraries which meet and exceed the Guidelines requirements.

Benefits of the Guidelines

- *Evaluation of local library service and direction for development*
  The Guidelines facilitate an organized, objective approach to the evaluation of local library service. The Guidelines ensure that a local evaluation process is fair and comprehensive, concentrating neither on strengths nor weaknesses, but giving direction to and assistance with a review of the whole spectrum of services and operations.

- *Improved accountability*
  By using the Guidelines, the library can demonstrate the quality and value of library service currently being offered to the public and improves accountability to the taxpayer. By adhering to a province-wide set of expectations, the individual library is in a better position to benefit from co-operation and sharing arrangements with other libraries in a province-wide library system, thereby demonstrating a commitment to maximizing local tax dollars.

- *Assistance in the planning process*
  Use of the Guidelines provides the library with an understanding of those matters which require attention and upgrading and those which are considered appropriately developed or superior in their function. From this assessment of the adequacy of current service delivery, the board and administration can consider appropriate directions for development of the library and formalize these into an organized plan.

- *Consistency of service across Ontario*
  Regardless of geographic location or size, a public library which meets the requirements of the Guidelines is assured that it is equipped to contribute to the Ontario public library infrastructure, to the greater benefit of its users and community.

- *Enhancement of the library's position in the community and with funding bodies*
  The Guidelines, and the plans developed because of their application, assists boards in providing justification for securing municipal and other funding to implement the plans. Libraries achieving accreditation through the Guidelines program reap the benefits of an enhanced profile and reputation in their communities and demonstrate to their funding bodies that tax dollars invested in the public library are dollars well-spent.

Libraries should consider discussing the accreditation process early on with their governing body, present it as an opportunity to work together on an important project and encourage council to be part of the process. This has the effect of increasing the council's awareness of the work involved in accreditation, as well as its value and benefits.

You may also want to read "Benefits of Accreditation for Ontario Public Libraries" *Municipal World*, December 2013.

Organization of the Guidelines document

The present editions of the Guidelines are separated into "system-wide" elements and those which require "site observation". There are five system-wide areas:

I. Governance/Administration
II. Planning Documents & Process
III. Policy
IV. Personnel & Human Resources
V. General

Under the 'site observations' section, there are two sections:

VI. Collections & Services
VII. Physical & Facilities

The total number of guidelines for this audit is 175, with 119 guidelines in the system-wide section and 56 in the 'site observation' section. It is possible that the total number of guidelines for both the system and 'site observations' sections required for a library system may be reduced if a specific guideline is deemed to be 'not-applicable', e.g., if the library is a single floor facility or does not have a public meeting room.

If a library wanted to use the Guidelines as a self-assessment tool, then they would want to achieve a "yes" response to each of the guidelines. If a library wanted to go through the accreditation process, a library system must achieve no less than a 90% score of total possible points in Sections I to V and must achieve no less than a 90% score in **each** of the five topic areas. In addition, a library system must meet any guidelines the Council designates as mandatory. Similarly, for a library branch to receive accreditation, it must achieve no less than a 90% score of total possible points in Sections VI and VII. Where a library system has more than one branch, the overall score will be calculated from the score for the system-wide score plus the score given to the main library in the observation section. The score for the second and subsequent branches will be used to determine if that individual branch passes the accreditation audit.

Appendix 1
Terms used in the *Ontario Public Library Guidelines*

The main element of Ontario Public Library Guidelines documentation is a checklist of standards to which a library would answer "yes" or "no" and then tabulate a score for the library system. To ensure that everyone understands the terms used in the OPL Guidelines document, this list of terms used is provided. The definitions should be read before working through the checklist to ensure consistent understanding of each term.

Assessment of Service Hours (**Guideline 7.4)**: "The open hours of the library reflect the needs of its community and include evenings and/or weekends. During the last four years the library has assessed how well its open hours match community need. Where there are multiple branches, each branch's hours are tailored to its surrounding community." As this Guideline is about an assessment of service hours, it was noted that the focus was on assessment of hours, so that if a library had completed an assessment and decided against evening or weekend hours, then the requirements of this guideline would be met.

Branch - A stationary service outlet within a library intended to deliver a range of library services to a designated area of the community.

Chief Executive Officer (CEO) - The position which bears overall responsibility for managing the operations of the library and its staff. The title used by individual libraries may differ, e.g. Chief Librarian, City Librarian, Library Director, Program Director.

Community Information Referral– The public library may have an important role to play as a source of general information about community organizations and events provides referrals to other local organizations programs and services.

Governing Body: While most municipal, county or union libraries operate with a public library board, there are some public libraries in Ontario which operate under different governance structures. In First Nation communities, the library is commonly governed by the Band Council. Special legislation previously passed allows four county/regional library systems to operate under a committee of council rather than a board. The term "governing body" has been used to incorporate all situations found within Ontario public libraries.

LEED (Guideline 28.11): LEED stands for Leadership in Energy and Environmental Design, and it is the most widely used certification system for green buildings throughout the world. LEED offers various certification frameworks, adapting to the needs of all types of projects. The certification is based on accumulating points across various sustainability categories, and there are four certification levels based on the score obtained: Certified, Silver, Gold and Platinum.

Mandatory Guideline - A guideline, designated by the symbol ***M***, which must be met in order for a library to receive accreditation.

Policy - Policies are tools that aid in governing and fulfilling the library's mission. A library's policy manual is a written set of statements that form a framework to assist the library staff in making day-to-day decisions. Policies grow out of, and give definition to, the library's mission in the community, and they provide the basis for consistent operational procedures.

Policy Governance Model (Carver): While most library boards have responsibility for approving library policies, a library governing body operating under the "Policy Governance Model" (commonly called Carver Model) would have created a governance structure in which the CEO creates the majority of the Library's policies, which are not usually put to the governing body for approval. In this edition, the guidelines have been written to accommodate both Carver and non-Carver governing bodies.

Population served - The total number of residents of the community served by a library, including the residents of communities which contract with that library for service.

Procedure - Procedures detail how things are to be done. Once policies are set, library staff can develop procedures and make decisions within the realm of established policies. Procedures are specific directions, established by the staff, to implement the library policies. While boards are concerned with the 'what' of library operation, staff are concerned with the 'how'.

Readers' advisory service (Guideline 25.2): The process of matching users with materials, and materials with users. It answers questions dealing with users' leisure needs rather than with their information needs.

Reference service (Guideline 25.1) - Library staff provide reference service to customers by responding to their information needs and which meet the unique library needs of specific populations.

Service outlet - A stationary or mobile facility for delivering public library service.

Statement –A written communication or declaration setting forth facts, particulars, and/or position on a specific topic.