

**Oakville Public Library Board
Regular Meeting**

AGENDA

Date: Thursday, October 17, 2024
Time: 7:00 p.m.
Location: Council Chamber

Town Hall is open to the public and live streaming video is available on <https://opl.ca/About-OPL/Library-Board/Board-Agendas-and-Minutes> or at the town's YouTube channel at <https://www.youtube.com/user/TownofOakvilleTV>. For further information go to <https://opl.ca/About-OPL/Library-Board>.

	Pages
1. Territory Acknowledgement	
2. Regrets	
3. Declarations of Pecuniary Interest	
4. Confirmation of Minutes of the Previous Regular Meeting of the Board	
4.1 Minutes of the Regular Meeting of the Board, SEPTEMBER 18, 2024	4 - 10
5. Consent Item(s)	
5.1 2024 Oakville Public Library (OPL) Board Key Agenda Items – October 17, 2024	11 - 12
Recommendation: That the 2024 OPL Board Key Agenda Items report be received for information.	
5.2 Health and Safety Report – October 17, 2024	13 - 14
Recommendation: That the Health and Safety report be received for information.	
5.3 Employee Retention and Turnover Metrics Report – October 17, 2024	15 - 17
Recommendation: That the Employee Retention and Turnover Metrics report be received for information.	

5.4 Intellectual Freedom Policy – October 17, 2024 18 - 32

Recommendation:

That the Intellectual Freedom Policy (Appendix A) be received for approval.

6. Confidential Consent Item(s)

There are no confidential consent items.

7. Discussion Item(s)

7.1 2025 Capital Budget Update – October 17, 2024 33 - 36

Recommendation:

That the 2025 Capital Budget Update be received for information.

7.2 Parks, Recreation and Library Master Plan – October 17, 2024 37 - 55

Recommendation:

That the Parks, Recreation and Library report and presentation be received for information.

7.3 2025 OPL Goals – October 17, 2024 56 - 59

Recommendation:

That the 2025 OPL Goals be received for feedback.

7.4 Collection Development Policy – October 17, 2024 60 - 84

Recommendation:

That the Collection Development Policy (Appendix A) be received for feedback.

7.5 Library Space Booking Policy – October 17, 2024 85 - 92

Recommendation:

That the Library Space Booking Policy be received for feedback.

7.6 Membership Policy – October 17, 2024 93 - 98

Recommendation:

That the Membership Policy be received for feedback.

- 7.7

Mandatory Learning Policy – October 17, 2024

99 - 103

Recommendation:

That the Mandatory Learning Policy be received for feedback.
- 7.8

2024 Board Evaluation – October 17, 2024

104 - 107

Recommendation:

That the 2024 Board evaluation survey be received for feedback.
- 7.9

CEO Update – October 17, 2024

108 - 110

Recommendation:

That CEO Update report be received for information.
8.

Confidential Discussion Item(s)

There are no confidential discussion items.
9.

New Business
10.

Date and Time of Next Meeting

Thursday, November 21, 2024
Oakville Municipal Building
Council Chamber - 7:00 p.m.
11.

Adjournment

Oakville Public Library Board

MINUTES

Date: September 18, 2024
Time: 7:00 p.m.
Location: Council Chamber

Board Members Present: Councillor Knoll, Chair

Andrew Cashman
Meredith Burke
Avis Maher
Rebecca Mayville
Celso Mello
Roderick Sawyer

Regrets: Councillor Chisholm
Bill Smith

Staff Present: P. Damaso, Commissioner of Community Services
T. Wong, CEO of Oakville Public Library
C. Hicks, Director of Customer Experience
J. Moncada, Director of Innovation and Integration
B. Wiersma, Senior Financial and Policy Analyst
J. Warren, Council and Committee Services

A meeting of the Oakville Public Library Board was held on Wednesday, September 18, 2024 in the Council Chamber of the Oakville Municipal Building, 1225 Trafalgar Road, commencing at 7:00 p.m.

- 1. Territory Acknowledgement**
- 2. Regrets**

As noted above.

3. Declarations of Pecuniary Interest

No declarations of pecuniary interest were declared.

4. Confirmation of Minutes of the Previous Meetings of the Board

4.1 Minutes of the Special Meeting of the Board, JULY 17, 2024

Moved by Rebecca Mayville

Seconded by Avis Maher

That the minutes of the Special Meeting of the Oakville Public Library Board dated July 17, 2024, be approved.

CARRIED

4.2 Minutes of the Regular Meeting of the Board, JULY 18, 2024

Moved by Rebecca Mayville

Seconded by Avis Maher

That the minutes of the regular meeting of the Oakville Public Library Board dated July 18, 2024, be approved.

CARRIED

4.3 Confidential Minutes of the Closed Session of the Board, JULY 18, 2024

Moved by Rebecca Mayville

Seconded by Avis Maher

That the minutes of the closed session meeting of the Oakville Public Library Board dated July 18, 2024, be approved,

CARRIED

4.4 Minutes of the Special Meeting of the Board, AUGUST 22, 2024

Moved by Rebecca Mayville

Seconded by Avis Maher

That the minutes of the Special Meeting of the Oakville Public Library Board dated August 22, 2024, be approved.

CARRIED

4.5 Minutes of the Special Meeting of the Board, SEPTEMBER 5, 2024

Moved by Rebecca Mayville

Seconded by Avis Maher

That the minutes of the Special Meeting of the Oakville Public Library Board dated September 5, 2024, be approved.

CARRIED

5. Consent Item(s)

5.1 2024 Oakville Public Library (OPL) Board Key Agenda Items – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the 2024 OPL Board Key Agenda Items report be received for information.

CARRIED

5.2 Health and Safety Report – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the Health and Safety report be received for information.

CARRIED

5.3 Electronic Monitoring Policy – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the updated Electronic Monitoring Policy (Appendix A) be approved.

CARRIED

5.4 Occupational Health, Safety and Workplace Violence Policy – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the Occupational Health, Safety and Workplace Violence Policy be approved.

CARRIED

5.5 Media Relations Policy - September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the updated Media Relations Policy (Appendix A) be received for Approval.

CARRIED

5.6 Political Use of Space and Resources policy – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the Political Use of Space and Resources policy be approved.

CARRIED

5.7 Performance and Measures Report Q2 2024 YTD – September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the Performance and Measures Report Q2 2024 YTD be received for information.

CARRIED

6. Confidential Consent Item(s)

There were no confidential consent items.

7. Discussion Item(s)

7.1 Comprehensive Financial Report at June 30, 2024

Moved by Roderick Sawyer

Seconded by Avis Maher

That the Comprehensive Financial Progress Report as of June 30, 2024, be received for information.

CARRIED

7.2 2025 Oakville Public Library Capital Budget - September 18, 2024

Moved by Rebecca Mayville

Seconded by Andrew Cashman

That the draft 2025 OPL Capital Budget be received for feedback.

CARRIED

7.3 2025 Oakville Public Library (OPL) Operating Budget – September 18, 2024

Moved by Andrew Cashman

Seconded by Rebecca Mayville

1. That the draft 2025 OPL Operating Budget be received for feedback.
2. That the Board recommend Council provides an additional \$310,400 to the 2025 Operating Budget to fully fund the operating costs at the new Sixteen Mile branch.

CARRIED

7.4 Collections Update - September 18, 2024

Moved by Celso Mello

Seconded by Rebecca Mayville

That the Collection Development Update Report be received for information.

CARRIED

7.5 OPL Board Procedural Bylaws Update – September 18, 2024

Moved by Andrew Cashman

Seconded by Rebecca Mayville

That the updates to the OPL Board Procedural bylaws be approved.

CARRIED

7.6 Digitization Update – September 18, 2024

Moved by Roderick Sawyer

Seconded by Celso Mello

That the Digitization Update report be received for information.

CARRIED

7.7 Intellectual Freedom Policy – September 18, 2024

Moved by Avis Maher

Seconded by Rebecca Mayville

That the Intellectual Freedom Policy (Appendix A) be received for feedback.

CARRIED

7.8 Display and Distribution of Community Information Policy – September 18, 2024

Moved by Roderick Sawyer

Seconded by Andrew Cashman

That the Display and Distribution of Community Information Policy be received for feedback.

CARRIED

7.9 Q2 2024 OPL Goals Update – September 18, 2024

Moved by Rebecca Mayville

Seconded by Celso Mello

That the Q2 2024 OPL Goals Update be received for information.

CARRIED

7.10 CEO Update – September 18, 2024

Moved by Celso Mello

Seconded by Andrew Cashman

That CEO Update report be received for information.

CARRIED

8. Confidential Discussion Item(s)

There were no confidential discussion items.

9. New Business

There was no new business.

10. Date and Time of Next Meeting

Thursday, October 18, 2024

Oakville Municipal Building

Council Chamber - 7:00 p.m.

11. Adjournment

Moved by Rebecca Mayville

Seconded by Celso Mello

That this meeting be adjourned.

CARRIED

The meeting adjourned at 8:16 p.m.

REPORT

Oakville Public Library Board

October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: 2024 Oakville Public Library (OPL) Board Key Agenda Items – October 17, 2024

RECOMMENDATION:

That the 2024 OPL Board Key Agenda Items report be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The OPL Board Key Agenda Items list provides an overview of all the annual and regular reports (statistics reports, financial reports etc.) provided to the Board and the month they are expected to be brought forward.
- Items have been adjusted to reflect the actual schedule of board meetings.

BACKGROUND:

N/A

COMMENT/OPTIONS:

N/A

APPENDICES:

Appendix A – OPL Board Key Agenda Items 2024

Prepared and submitted by:
Tara Wong, CEO

OPL BOARD KEY AGENDA ITEMS 2024

Governance: Legislative, Regulatory, Policy Accountability	Jan 18	Feb 15	Mar 21	Apr (no mtg)	May 16	Jun 20	July 18	Aug (if need)	Sept 18	Oct 17	Nov 21	Dec (no mtg)
<i>Annual Agenda/Periodic/Outstanding report timelines</i>												
Strategic Plan Process – progress on action plans – included in CEO update and other presentations	T	T	T		T	T	T		T	T	T	
OPL Annual/Strategic Goals	R-2023 A-2024				R-Q1				R-Q2	R-2025	R-Q3 A-2025	
CEO Evaluation		T	R/A									
Comprehensive Financial Report (quarterly) – Y/E Projections to Budget Operating & Capital, Fundraising, Reserve funds		R- Q4 2023			R- Q1				R- Q2		R- Q3	
Annual Financial Statements and Audit Findings – External Auditors in Attendance					R/A							
HIP Updates – Strategic Progress			R								R	
Annual Budget Town Guidelines /Submission Approval						T			R	A		
Fundraising Strategy Updates–Development Funds & Endowment (Development Strategy Update)						R					R	
Audit and Financial Review (Including OCF funds)			R									
Audit Plan for 2025– Appointment of Auditors											R/A	
Annual Board Evaluation										T	T	
<i>Regular Agenda Items</i>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
CEO Update report		R	R		R	R	R		R	R	R	
Monthly Health & Safety Report	R-2023	R	R		R	R	R		R	R	R	
Quarterly Employee and Turnover Metrics report	R-2023				R					R		
Performance and Measures Report		R - 2023			R-Q1				R-Q2		R-Q3	
Monthly Financial Variance Reports – Operating and Capital			R 2024		R 2024		R 2024				R 2024	
Legend: A = Approve R = Receive T = Task(updates as required)												

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Health and Safety Report – October 17, 2024

RECOMMENDATION:

That the Health and Safety report be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- There were two injury/incidents to report for the month of September 2024.
- To date, Oakville Public Library (OPL) is reporting half the number of staff injuries/incidents to the previous years in the same reporting period.
- OPL will continue to monitor staff injuries/incidents to identify trends and to maintain a safe and healthy workplace.

BACKGROUND:

OPL has two injuries/incidents to report for the month of September 2024. The reporting period is from January 1 – September 30 for each of the years indicated below.

Both injuries/incidents were noted as minor first aid and was reviewed by management to prevent future injuries/incidents.

Staff Injuries			
	2022	2023	2024
No Time Loss	11	15	7
Time Loss	2	0	0
Total Injuries for the Reporting Period	13	15	7
Annual Total Injuries*	15	16	7

**Total annual injuries for 2024 is based on year-to-date (reporting period).*

Joint Health & Safety Committee

The Joint Health & Safety Committee (JHSC) meets regularly to identify potential health and safety issues and bring them to the employer's attention and kept informed of health and safety developments in the workplace by the employer. The JHSC met on September 26, 2024. The JHSC did not bring forward any concerns from their monthly inspections. Items noted in the monthly inspections were being addressed by Facilities Services.

The JHSC did review the status of the annual fire drills at each of the branch locations. Most of the branch locations have completed their fire drills and noted feedback from staff to their specific branch management upon completion. Any remaining branch locations to complete their fire drills have been working with Facilities Services to coordinate a date within the next month.

In addition, the JHSC reviewed the procedures for Smoking and Vaping along with the addition of Smudging as a separate procedure. The Smudging procedure reflects the steps approved by the fire department to have smudging ceremonies at either OPL or Town's locations.

The next Joint Health & Safety Committee monthly meeting will be held on virtually on October 31, 2024.

APPENDICES:

N/A

Prepared by:
Tricia Agnew, Human Resources Manager

Submitted by:
Tara Wong, CEO

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Employee Retention and Turnover Metrics Report – October 17, 2024

RECOMMENDATION:

That the Employee Retention and Turnover Metrics report be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The Oakville Public Library (OPL) regularly reviews employee retention and turnover to support its commitment to attracting and retaining talent.
- OPL has seen the separation rate trending slightly lower to previous years. The majority of voluntary separations were due to end of contracts for which there were no further opportunities to retain the temporary staff.

BACKGROUND:

As of Q3 2024, OPL had a total of 13 employees who separated as indicated in Chart 2.

To date, OPL has seeing a decrease in voluntary separations from OPL in comparison to previous years. The two primary reasons for voluntary separation in 2024 are: End of Contract and Personal. The contracts were replacements for permanent staff and no further opportunities were available for those contract employees upon completion. In addition, OPL continues to see Personal as a primary reason for separation as in pervious years. The reasons for Personal range from outside of work life commitments and seeking different opportunities outside of the library sector.

While OPL has stabilized its turnover rate since over the last year, OPL continues to expect separation as it recognizes both personal growth and transitions, such as retirement and career advancement, for employees. OPL will continue to monitor the reason for separation to ensure a healthy retention rate.

Chart 1: Turnover Rate

Turnover Rate % (as of Sept 30)	
2022	17.56%
2023	12.88%
2024	9.35%

Chart 2: Reasons for Turnover

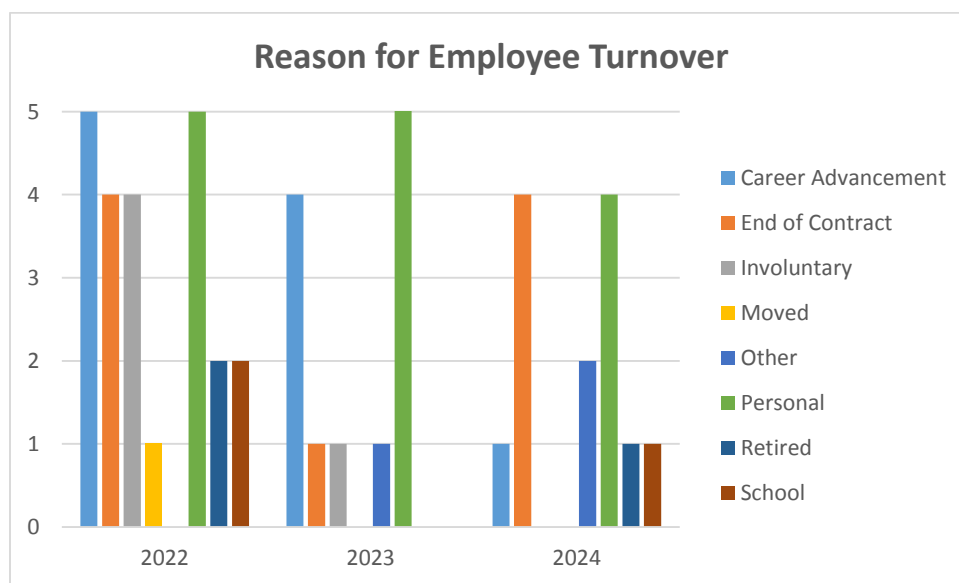


Chart 3: Employment Status/Turnover Rate

Employment Status	
Full-time	1%
Part-time	6%
Casual	1%

Chart 4: Retention

Retention Rate % (Q3 2024)
83%

Definitions

- Retention Rate % calculation - $\# \text{ of staff with 1+ years} \times 100 / \# \text{ of employees at the beginning of a period (January 1)}$
- Turnover rate % calculation - $\# \text{ of employees separated} / \# \text{ of employees at the beginning of a period (January 1)}$
- Reasons for separation:
 - Personal – Defined based on Service Canada's Record of Employment (ROE) with the exception of Career and Retired
 - Other – Defined based on Service Canada's Record of Employment to account for exceptional circumstances (i.e. Death)
- Employment status/turnover rate % calculation - $\# \text{ of employees separated} / \# \text{ of employees at the beginning of a period (January 1)}$

Prepared by:
Tricia Agnew, Manager, Human Resources

Submitted by:
Tara Wong, CEO

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Intellectual Freedom Policy – October 17, 2024

RECOMMENDATION:

That the Intellectual Freedom Policy (Appendix A) be received for approval.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The current Intellectual Freedom Policy (Appendix B), approved on August 27, 2020, is out-of-date and required updating.
- The scope of the existing policy did not provide a suitable framework to address the current frequency and variety of intellectual freedom challenges that the Oakville Public Library (OPL) is experiencing.
- OPL has updated the Intellectual Freedom Policy (Appendix A) to better address contemporary challenges and ensure the library remains a place where all individuals can explore diverse ideas and perspectives within a safe, accessible, and inclusive environment.
- The new policy introduces clearer guidelines on the application of intellectual freedom in various library services and incorporates recent developments in social discourse.
- Significant revisions have been made to the scope and policy statements to address emerging issues in digital spaces, program development, and community engagement.
- The Intellectual Freedom Policy was presented to the OPL Board at the September 18, 2024, meeting. No changes or updates to the policy were recommended.

BACKGROUND:

OPL is dedicated to upholding intellectual freedom by providing access to resources that foster individual curiosity, learning, and the exploration of diverse perspectives. However, these principles are increasingly under threat due to a growing movement aimed at restricting access to information in libraries. This trend, particularly evident in the United States, is characterized by rising book challenges and restrictive

legislative mandates that significantly impact library operations. Additionally, challenges to library programming and the use of library space have become more frequent across North America, highlighting the need for a clearer and more robust intellectual freedom policies within libraries.

In recent years, OPL has seen a notable increase in formal Requests for Reconsideration of library materials. These Requests, which require an OPL cardholder to submit a form with supporting documentation, reflect growing community concerns. However, this increase does not fully capture the significant rise in informal queries directed at library staff, questioning the inclusion of specific materials and programs. This trend mirrors similar developments in the United States, where the American Library Association reported a 65% increase in unique title challenges from 2022 to 2023. The table below illustrates the rise in formal Requests for Reconsideration at OPL since 2020, which require substantial time and resources to address.

Year	# of Requests for Reconsideration
2020	0
2021	0
2022	3
2023	3

Those submitting informal queries or formal Requests for Reconsideration typically cite concerns that fall into one of the following categories:

- *Audience Appropriateness:* Content deemed inappropriate for a specific audience, often children, or for use in a public library.
- *Outdated or Culturally Insensitive Content:* Inappropriate depictions of minority groups or the use of outdated language.
- *Content of a Controversial Nature:* Works or creators expressing controversial perspectives or opinions, particularly those that may be considered offensive.

Recognizing the importance of intellectual freedom as a fundamental cornerstone of library operations, OPL approved its previous policy in August 2020. However, with rapid technological advancements, evolving societal norms, and increasing challenges to free expression, an update to the policy became necessary. This review and revision ensure that the policy remains relevant, robust, and effective in supporting OPL's role as a defender of intellectual freedom.

In addition to updating the Intellectual Freedom Policy, OPL is reviewing related policies, such as the Program Development Policy and the Collection Development Policy, to ensure they align with intellectual freedom principles. Furthermore, OPL is developing comprehensive intellectual freedom training for all staff to deepen their

understanding of this foundational library value and to equip them to respond effectively to customer queries. Finally, OPL will provide annual reporting on challenges to its collections and services to the board starting in January 2025.

COMMENT/OPTIONS:

The revision of the Intellectual Freedom Policy was undertaken following a thorough review of current practices at OPL and an analysis of policies from other public libraries. This updated policy adjusts the scope to more clearly articulate OPL's commitment to supporting intellectual freedom across all its services, including collections, programs, display spaces, public computers/technology, and meeting rooms.

Key updates in the new policy include:

- *Requests for Reconsideration:* The revised policy provides clearer guidelines for Oakville residents and OPL cardholders. This process now includes a formalized option to appeal decisions, ensuring a consistent and transparent approach to addressing concerns.
- *Endorsements:* In addition to reaffirming support for existing Canadian statements on intellectual freedom, the policy now endorses the Urban Library Council's Declaration of Democracy. This endorsement underscores the critical role libraries play in fostering intellectual freedom as a cornerstone of democracy.

Specific changes introduced in the updated policy (Appendix A) compared to the previous version (Appendix B) include:

- *Expanded Scope:* The policy now explicitly covers digital and virtual spaces, ensuring that intellectual freedom is protected across all platforms where OPL operates. This includes a wider array of materials and services, such as e-resources, public computer usage, and online programs.
- *Clarification of Roles:* The updated policy provides clearer guidance on the responsibilities of library staff, volunteers, and governing bodies in upholding intellectual freedom, particularly in the face of challenges or requests for reconsideration.
- *Formalized Appeal Process:* The policy establishes a more detailed appeal process for library cardholders wishing to challenge the inclusion or exclusion of specific materials or programs. This process ensures that all concerns are addressed in a fair and transparent manner.
- *Alignment with Current Industry Positions:* The policy aligns more closely with positions expressed by key industry groups, including the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual, and the Urban Library Council's

Declaration of Democracy. These endorsements reinforce OPL's commitment to upholding the highest standards of intellectual freedom.

These updates are vital to maintaining OPL's leadership in promoting intellectual freedom and ensuring that the library continues to be a space where ideas can be freely explored and expressed.

APPENDICES:

Appendix A - Intellectual Freedom Policy (2024)

Appendix B - Intellectual Freedom Policy (2020)

Prepared by:

Joseph Moncada, Director Innovation & Integration

Submitted by:

Tara Wong, CEO

Intellectual Freedom Policy

Policy Number:	GOV-011
Policy Category:	Governance
Approved by:	OPL Board
Accountability:	CEO
Approval Date:	
Effective date:	
Next Review Date:	January 2028
Supersedes:	Intellectual Freedom Policy effective August 28, 2020

Purpose

The purpose of this policy is to provide a framework for fostering intellectual freedom at Oakville Public Library (OPL), to create an environment that supports intellectual curiosity and enquiry and champions intellectual freedom as the prerequisite for an informed, democratic society.

Scope

The policy governs all internal practices and external services in internal, external, and virtual spaces including:

1. Collections, including print, physical, and electronic materials for all ages, in a variety of formats, including materials that are purchased, streamed, or shared from or with other institutions (see the Collection Development Policy);
2. Library programs, including programs offered by staff, paid presenters and Library partners (see the Program Development and Delivery Policy and the Partnership Policy).
3. Display spaces and their contents, including displays of library material, exhibits of art and creative expression, and displaying community information on bulletin boards in branches (see the Exhibit Policy and the Display and Distribution of Community Information for Public Policy);
4. Public computers, technology and networks, including the use of public access desktop computers, laptops, tablets, Creation Zone equipment, digital devices and services provided by OPL for use by library customers, and use of the OPL wireless network (see the Internet Access and Acceptable Use Policy); and,
5. Meeting rooms and bookable library spaces, including non-commercial and commercial rentals of meeting room spaces owned or operated by OPL (see the Library Space Booking Policy).

This policy does not apply to the expression or dissemination of views that promote and/or incite hatred as defined by the *Criminal Code of Canada*, or activities that contravene applicable Canadian legislation. Such communications and activities are prohibited on library premises

and may result in a person's immediate expulsion from the premises and referral of the matter to the Halton Regional Police Services.

Policy Statement

The Oakville Public Library (OPL) is committed to upholding the core tenet of intellectual freedom and defends "the right of library users to freedom of thought, belief, opinion and expression as the basis of a democratic society", as embodied in the Canadian Charter of Rights and Freedoms. The Library's role is to act as a curator of information and a champion of information literacy and access. Its services are governed by applicable legislation, as well as its vision, mission, and values. OPL provides access to, but does not endorse, multiple viewpoints via its services (including collections, programs, technology, exhibits, displays, meeting room rentals).

OPL is a resource where many points of view and forms of expression can be examined without interference. The Library acknowledges that few ideas and opinions have universal acceptance or condemnation in a pluralistic society. OPL welcomes open discussions about intellectual freedom, including challenges to the Library's decisions. Library users who feel that an item in the collection, program, exhibit/display, or room booking falls outside the criteria outlined in library policies, can share their concerns with Library staff. OPL cardholders and/or individuals who live, work or attend school in Oakville who are unsatisfied with the response can complete a formal written request for reconsideration. Individuals may request that the Library reconsider an item in the collection, program, exhibit/display, or room booking. The originator of the request may submit a written appeal of the Library's decision regarding this challenge. The final decision relating to any request for reconsideration will rest with the Chief Executive Officer.

In establishing this policy, the OPL endorses the following statements relating to intellectual Freedom:

- Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries (Appendix 1);
- Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual (Appendix 2); and,
- Urban Library Council's Declaration of Democracy (Appendix 3).

Appendix 1

Canadian Federation of Library Associations' *Statement on Intellectual Freedom and Libraries* (CFLA, June 27, 1974, amended November 17, 1983, November 18, 1985, September 27, 2015, Reviewed 2018):

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Appendix 2

Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual (OLA, Approved January 30, 2020):

Introduction

The Ontario Library Association and its divisions are committed to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms.

Ontario Libraries have the important responsibility to facilitate expressions of knowledge, creativity, ideas, and opinion, even when viewed as unconventional or unpopular.

The Ontario Library Association declares its acceptance of the following principles for libraries:

1. Equitable access to library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. Intellectual freedom requires freedom to critically examine and create other ideas, opinions, views, and philosophy of life, other than those currently approved by the local community or by society in general and including those ideas and interpretations which may be unconventional, uncommon or unpopular.
3. The free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen, view, and create is fundamental to such free traffic.
4. Library governance ensures that the principles of intellectual freedom and expression of thought are upheld.

Library Service, Collections and Resources:

5. It is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, and other materials including the provision of access to electronic sources of information and access to the internet. Materials are not excluded from library collections based on race, place of birth, origin, ethnic origin, ethnicity, citizenship, age, creed, disability, family structure, sex, and sexual orientation.
6. It is part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate, censor or curtail access to

information, the freedom to read, view, listen or participate by demanding the removal of, or restrictions to library information sources in any format.

Library Programming, Events, and Space Bookings

7. It is the responsibility of libraries to maintain the right of intellectual freedom and expression by implementing it consistently when hosting programs and events within the public space of the library including rented public space by individuals and community organizations.
8. Libraries create welcoming community spaces where community members are free from discrimination and may engage in peaceful assembly. Libraries may cancel or deny permits to individuals or organizations when speech or displays are used in a way that is unlawful.

Applicable legislation:

Canadian Charter of Rights and Freedoms: Section 2(b) of the Charter of Rights and Freedoms protects “freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication”.

Criminal Code: Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

Ontario Human Rights Code: Sub-section 13 pertains to infringing on freedom from discrimination.

Appendix 3

Urban Library Council's *Declaration of Democracy*

Public libraries are critical cornerstones of democracy, and democracy's future is diminished when people's access to power, information, a diversity of voices and the ability to influence policy are restricted. The battle to protect democracy is a global struggle playing out at the local level and libraries have landed on the front lines. Democracy can only thrive with strong community-level support and engagement. As leaders of North America's urban public libraries, we must commit to preserving, protecting and advancing the highest hopes and ideals of democracy so all members of our communities may fully participate in the democratic process.

This declaration provides a baseline for building policies and actions that preserve and protect democracy in our communities. The declaration reads as follows:

Democracy is under siege throughout the world and close to home. Daily, we witness assaults on basic freedoms and human rights we've long cherished as books are banned, programs and events are canceled, disinformation and misinformation spread unchecked and racism is institutionalized. Democracy's future is diminished when people's access to power, information, a diversity of voices and the ability to influence policy are restricted. As cornerstones of democracy, it is incumbent upon libraries to stand up against all efforts to impede the democratic process and limit the full participation in civic life.

Banning books through policy and legislation is one such example of the challenges facing us. These efforts have unfortunately met with success in some parts of the United States as lawmakers codify restrictions on reading material – and we strongly stand against the furtherance of such restrictive policymaking.

As leaders of North America's public libraries, we are committed to preserving, protecting and advancing the highest hopes and ideals of democracy so all members of our communities may fully participate in the democratic process. To meaningfully participate in society, people need access to a broad range of information and ideas, as well as opportunities for open, uncensored discourse to hear, read, debate and learn from each other's perspectives.

It is for this reason that libraries as trusted institutions in their communities join to advance this Declaration and commit to the following:

Educating and informing the public about the rights afforded to them in the *United States Constitution* and the *Canadian Charter of Rights and Freedoms*, among them the freedom of religion, thought, speech, expression, belief, the press, peaceful assembly and association.¹

Encouraging an active citizenry where all are engaged in creating an equitable and just society where everyone may realize their potential as individuals within the community.

Serving as a convener for and facilitator of civic engagement and civil discourse, where all voices may be heard and respect is displayed for community members' diverse opinions, thoughts, histories and cultural heritage.

Increasing efforts to fight misinformation and disinformation, providing reliable resources and seeking new ways to help patrons find verifiable and accurate information.

Leveraging programming, collections and other resources to promote human dignity, open dialogue and respect for diverse viewpoints, civil rights, and all other protections and freedoms fundamental to democracies, and based on the conviction that “laws and institutions must go hand in hand with the progress of the human mind”², holding fast to the expectation that “the arc of the moral universe is long, but it bends toward justice”³, and that “*the Just Society will be one in which the rights of minorities will be safe from the whims of intolerant majorities.*”⁴

We resolve to continue to create spaces where entering our doors is an act of participating in democracy, where people can read and learn freely from all points of view, make up their own minds and engage in their communities. We stand as proud leaders of libraries, and as such, we will continue to guard democracy’s great promise and ensure all those we serve are included in its fulfillment.

1 See First Amendment in the United States Constitution and Section 2 in the Canadian Charter of Rights and Freedoms.

2 Thomas Jefferson, from a letter to Samuel Kercheval, July 12, 1816, enshrined on Southeast Portico of the Jefferson Memorial, Washington, D.C.

3 Martin Luther King, Jr., Washington National Cathedral, March 31, 1968, enshrined on South Wall of the Martin Luther King, Jr. Memorial, Washington, D.C.

4 Pierre Elliott Trudeau, as cited in *The Essential Trudeau*, ed. Ron Graham. (pp.16 – 20).

Intellectual Freedom Policy

Policy Number:	GOV-011
Policy Category:	Governance
Approved by:	OPL Board
Accountability:	CEO
Approval Date:	August 27, 2020
Effective date:	August 28, 2020
Next Review Date:	August 2023
Supersedes:	Intellectual Freedom Policy effective June 28, 2012

Purpose Statement

The Oakville Public Library (OPL) supports intellectual curiosity and enquiry, and supports intellectual freedom as the prerequisite for an informed, democratic society. The Oakville Public Library defends “the right of library users to freedom of thought, belief, opinion and expression as the basis of a democratic society”, as embodied in the Canadian Charter of Rights and Freedoms.

The OPL endorses the Canadian Federation of Library Associations’ Statement on Intellectual Freedom and Libraries and the Ontario Library Association’s Statement on the Intellectual Rights of the Individual. These statements do not apply to the expression or dissemination of views that promote and/or incite hatred as defined by the *Criminal Code of Canada*. Such communications are prohibited on library premises and may result in a person’s immediate expulsion from the premises and referral of the matter to the Halton Regional Police Services.

Scope

This policy applies to the entire organization and those individuals or groups representing OPL.

Policy Statement

OPL endorses the Canadian Federation of Library Associations’ *Statement on Intellectual Freedom and Libraries* (CFLA, June 27, 1974, amended November 17, 1983, November 18, 1985, September 27, 2015, Reviewed 2018):

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which

include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

OPL endorses the Ontario Library Association's *Statement on the Intellectual Rights of the Individual* (OLA, December 2003, reaffirmed December 2005):

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

That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.

That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.

That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.

That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.

That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.

That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: 2025 Capital Budget Update – October 17, 2024

RECOMMENDATION:

That the 2025 Capital Budget Update be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- OPL has updated its proposed 2025 capital projects including those already identified as part of the 2024 10-year capital forecast.
- On July 17, 2024 the OPL Board provided feedback and ranked by priority the proposed capital budget projects. Those ranking were then review at the September 18, 2024 meeting.
- Town Executive Leadership Team (ELT) has reviewed the 2025 budget and have placed OPL's requested capital project within the 10-year forecast (Appendix A).
- ELT agreed to OPL's request that the Website Maintenance and Improvements budget stay as a capital project for 2025, easing the pressure on the 2025 operating budget.

BACKGROUND:

The Oakville Public Library is committed to operating as efficiently as possible, while continuing to expand services available to Oakville residents as the community grows. Town Executive Leadership Team (ELT) has reviewed the 2025 budget and budget items and have placed OPL's requested capital project within the 10-year forecast.

COMMENT/OPTIONS:

The OPL Board reviewed and ranked OPL's proposed 2025 capital projects. This ranked list was provided to ELT for inclusion in their capital budget review. The project list below has been updated to include the year the Town's ELT has listed them within the 10-year forecast. The timing assigned by ELT does not align to the OPL's priority ranking, however due to the timing of the budget book OPL is unable to address the year assignment for 2025.

Two items to note:

- OPL is looking to move forward with implementing the Room Booking project in 2024 using surplus funds.
- The AI Assistant for OPL.ca project was not assigned a date by ELT in the 10-year forecast.

Ten Year Capital Forecast**2025****Public Print Payment System Replacement**

The current public printing software and payment equipment at OPL is outdated and beyond repair. The system, which hasn't been updated in over 10 years, only supports coin-based payments. With two machines (2 out of the 7 OPL branches) irreparable and the rest requiring staff intervention for every print job, the setup is unsustainable, creates privacy issues, and causes frequent customer complaints. The preferred solution (Appendix A) is to replace the existing system with a modern, user-friendly alternative supporting credit/debit cards and mobile payments.

Library Program Equipment and Furniture (\$101,700) – This budget supports new/replacement costs for furniture and programming equipment. OPL is currently reviewing needs for this budget for the next 5-10 years and may, based on current information, decrease from the stated \$101,700 for 2025.

Library Specialized Equipment Replacement (\$17,700) – This budget is part of the asset planning process and builds a replacement fund for identified equipment. The 2025 amount replaces a laser cutter. It has been increased to \$17,700 to reflect updated costing.

Website Maintenance and Improvements (\$30,200)

This budget is to ensure that OPL.ca is properly secured and updated to reflect the growing needs of residents while keeping up to date with security protocols.

2026**Parks, Recreation, Library Master Plan (PRLMP) OPL Recommended Strategies - 2**

The draft PRLMP calls for OPL to undertake 6 reviews/strategies: Service Delivery, Collection Development, Technology, Newcomers, Inclusion and Climate Action. The strategies (Appendix C) are being recommended to ensure that OPL is

providing the necessary services and programs in the designated areas. As needs grow and resources become more and more limited, it is important that OPL Leadership and the OPL Board have strategies in place to guide and inform service decisions, with a goal to ensuring/validating that current resources are being directed correctly, while planning growth in population which will translate to growth in resident needs and expectations.

2027

Scheduling Software

This project (Appendix B) includes the selection and implementation of scheduling software to more effectively schedule staff to deliver exceptional library services across all locations and allow leadership to re-allocate more of their time to core library operations, strategic initiatives, and enhancing services. The software will also enable better tracking and communicating for staff working across multiple locations and provide leadership with real-time metrics and analytics of staffing levels for library services and programs to ensure the best allocations to meet organizational goals and resident needs.

2028

Traffic Pattern Tracking

Implementing sensors (Appendix D) in public libraries to track visitor counts and monitor customer journeys can significantly benefit both the library and its customers by providing information for data-driven decision-making, enhanced customer service, resource optimization, performance evaluation, and community engagement. These sensors provide accurate, real-time data on visitor footfall, enabling informed decisions on staffing and resource allocation.

APPENDICES:

Appendix A – Draft OPL 10-year Capital Forecast

Prepared and submitted by:
Tara Wong, CEO

Appendix A

<div> <div>Run Date: 10/8/24 11:04 AM</div> <div>Forecast by Program, 10 years</div> </div>													
Oakville Public Library													
	Council Priority	Project Classification	2025 Budget	2026 Forecast	2027 Forecast	2028 Forecast	2029 Forecast	2030 Forecast	2031 Forecast	2032 Forecast	2033 Forecast	2034 Forecast	Total Forecast
EXPENSES													
Oakville Public Library													
71101811 New Branch Library - Trafalgar Urban Core South	Growth Management	Growth				10,366,000	10,364,000						20,730,000
71102206 OPL Website Maintenance and Improvements	Community Belonging	Program Initiatives	30,200										30,200
71102402 Woodside Library Renovation	Community Belonging	Infrastructure Renewal			293,800	1,071,400							1,365,200
71102406 DCH - Library	Accountable Government	Infrastructure Renewal		73,191,700									73,191,700
71102501 Public Print Payment System Replacement	Community Belonging	Program Initiatives	50,400										50,400
71102502 Library Specialized Equipment Replacement	Community Belonging	Infrastructure Renewal	17,700	136,800	179,600	721,200	824,400	150,700	9,500	86,100	144,300	433,100	2,703,400
71102503 Library Program Equipment and Furniture	Community Belonging	Infrastructure Renewal	101,700	106,700	116,800	116,800	116,800	116,800	116,800	116,800	116,800	116,800	1,142,800
71102604 Library Strategic Plan	Community Belonging	Program Initiatives		85,600									85,600
71102605 Libraries Capital Replacements	Community Belonging	Infrastructure Renewal		52,800	47,200	25,900	66,600	66,500	2,000	3,000	6,900	33,700	304,600
71102606 PRLMP OPL Recommended Strategies	Community Belonging	Program Initiatives		100,700									100,700
71102701 New Branch Library - Palermo	Growth Management	Growth								2,508,200	17,104,500	1,254,100	20,866,800
71102702 Palermo Library Branch Collections	Growth Management	Growth									968,500		968,500
71102703 Staff Scheduling Software	Community Belonging	Program Initiatives			100,700								100,700
71102704 Room Booking Upgrade	Community Belonging	Program Initiatives			26,200								26,200
71102801 Library Master Plan	Growth Management	Growth				75,500					75,500		151,000
71102802 Traffic Pattern Tracking	Community Belonging	Program Initiatives				135,900							135,900
71102901 Trafalgar Urban Core South Branch Collections	Growth Management	Growth				1,798,700							1,798,700
71103201 OPL Vehicle Replacement	Community Belonging	Infrastructure Renewal								90,600			90,600
Total Oakville Public Library			200,000	73,674,300	764,300	14,311,400	11,371,800	334,000	128,300	2,804,700	18,416,500	1,837,700	123,843,000
Total EXPENSES			200,000	73,674,300	764,300	14,311,400	11,371,800	334,000	128,300	2,804,700	18,416,500	1,837,700	123,843,000

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Parks, Recreation and Library Master Plan – October 17, 2024

RECOMMENDATION:

That the Parks, Recreation and Library report and presentation be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The Parks, Recreation and Library Master Plan strategically guides the town for the next ten years (2024-2033), with a planning horizon that considers major capital needs until the year 2051 in alignment with the latest provincial growth policies.
- The master plan was last updated in 2017.
- The draft 2024 Parks, Recreation and Library Master Plan was presented to the board at the May 9th special meeting where the board provided feedback on areas of concern.
- A final version of the plan is slated to go before Town Council on November 4th for approval.

BACKGROUND:

The Parks, Recreation, and Library Master Plan presents a sustainable long-term strategy for the delivery of facilities and services that are responsive to the current and future needs of Oakville's growing and diverse population. The goal of the plan is to strategically guide the town and Oakville Public Library for the next ten years, with a planning horizon that considers major capital needs until the year 2041 in alignment with the latest provincial growth policies.

The master plan ensures the town's facility portfolio is responsive to the current and future needs of the community. The plan is a comprehensive, evidence-based exercise grounded in:

- Public and stakeholder input – residents were engaged through open houses and surveys, and workshops
- Demographic analysis – how and where Oakville is growing, changes in age, ethnicity, income, etc.
- Research and trends – examining best practices, participation trends and usage levels, facility condition, etc.

The development of the plan has been a collaborative effort between various stakeholders, most notably community members and service providers that have been engaged in articulating a vision and validating the future outcomes of the plan.

The draft 2024 Parks, Recreation and Library Master Plan was presented to the board at the May 9th special meeting where the board provided feedback on areas of concern.

COMMENT/OPTIONS:

At the May OPL Board Workshop, the following feedback was provided:

- Reconsider potential demand for library service in Midtown Oakville
- Review approach to providing enhanced library service in the Bronte area – consideration of location, impact on Woodside, etc.
- Recommend review of service delivery model in Clearview
- High cost of eBooks was noted

The draft plan presented to the board in May has been updated to reflect feedback from the OPL Board and Town Council Workshops.

Financial Considerations:

The recommendations contained in the Master Plan provide strategic direction for the future of OPL. Decisions about various initiatives and projects, including those for new branch locations, will be made as part of the annual budget process. This process involves looking at a number of factors:

- OPL service levels and the impact any changes have on the overall operating budget
- The Town's Asset Management Plan and the condition of assets, service levels, and a whole life cycle costing approach
- The available funding, including (project) balances in the Library Development Charge account (Appendix B, Chart B) and the town's capital reserves
- How OPL's initiatives and projects relate to those experienced by the town as a whole, considering council's direction on any budget increases.
- Town finance staff have provided Chart A in Appendix B, outlining which capital items are already planned for inclusion in the 2025 capital forecast.

APPENDICES:

Appendix A – Parks, Recreation and Library Master Plan presentation

Appendix B – Library Capital Forecast

Prepared and submitted by:

Tara Wong, CEO



Parks, Recreation and Library Master Plan

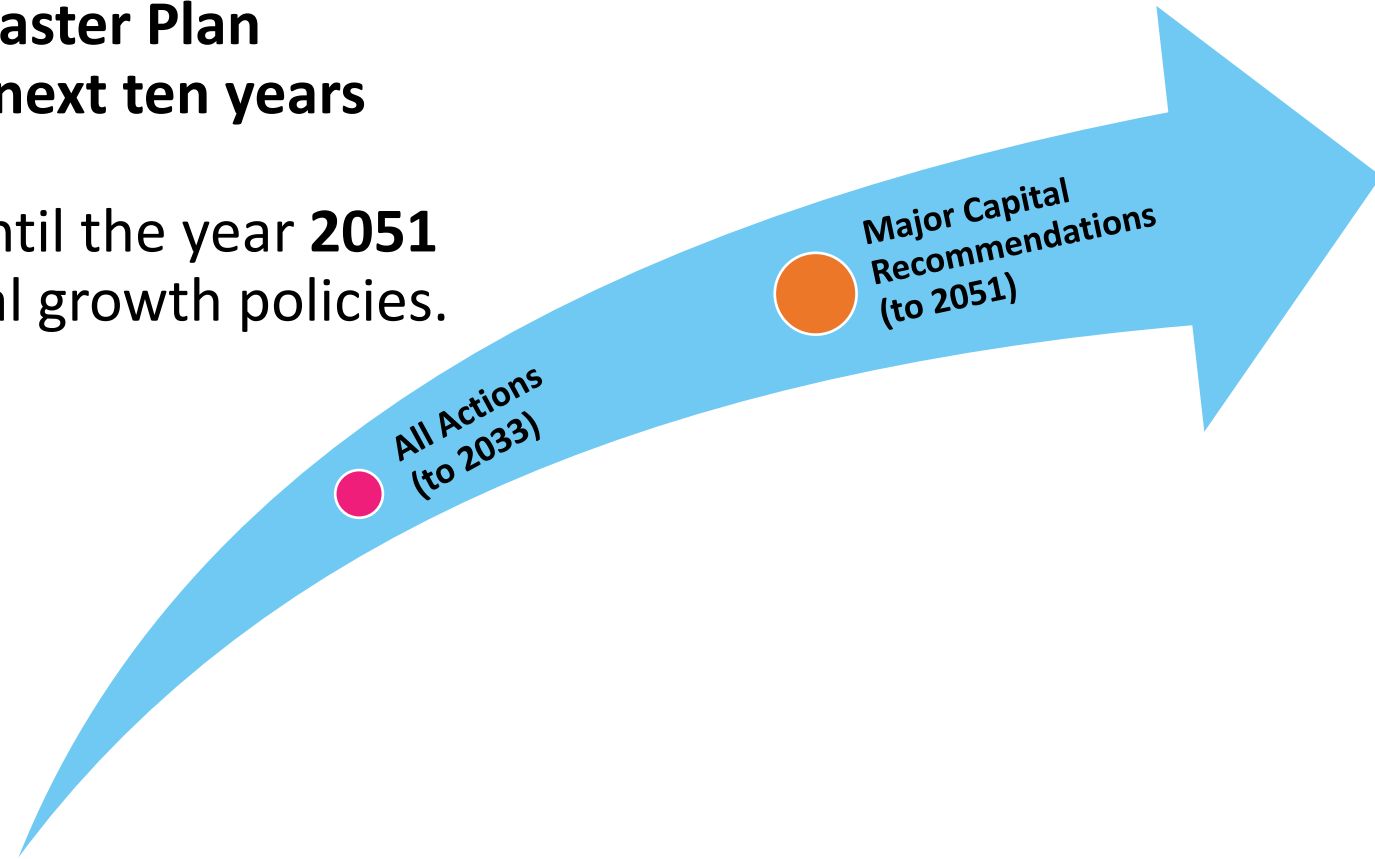
Oakville Public Library Board – October 17, 2024



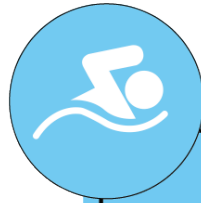
About the Plan

The **Parks, Recreation and Library Master Plan** strategically guides the town for the **next ten years (2024-2033)**, with a planning horizon that considers major capital needs until the year **2051** in alignment with the latest provincial growth policies.

The master plan was last updated in 2017. A new strategy is necessary to guide our future investment in new and existing facilities and services.

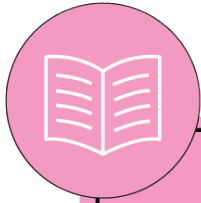


Project Scope



Recreation Facilities and related services

Community centres, pools, arenas, seniors' spaces, programming, and more.



Public Libraries and related services

Library branches, alternative spaces, collections, and more.

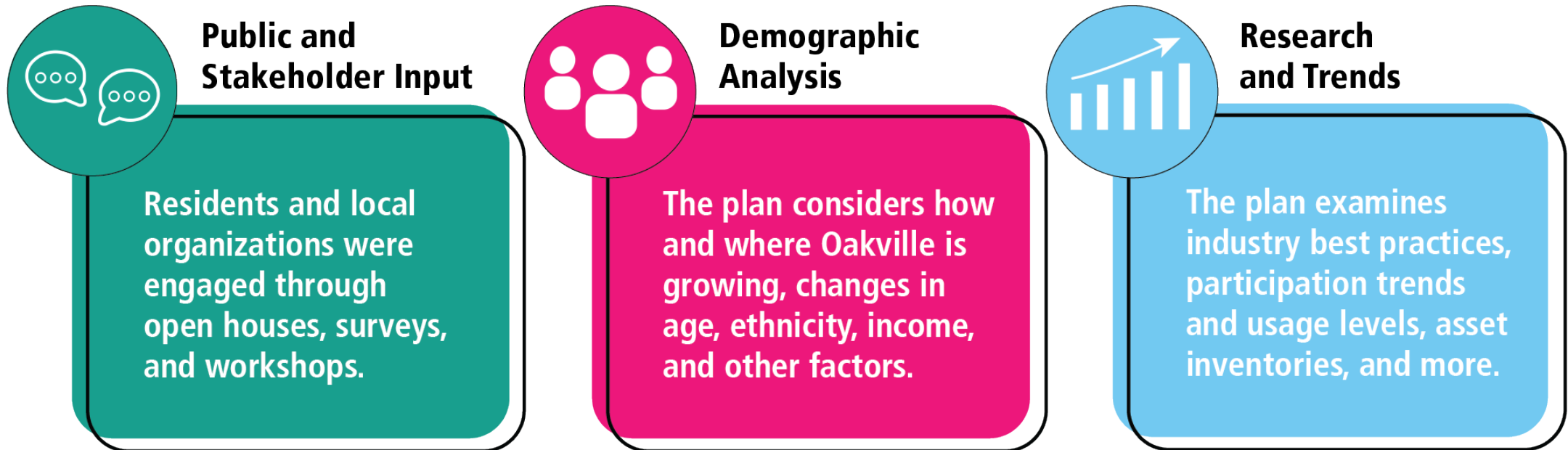


Park Facilities and Parkland

Sports fields, sport courts, splash pads, community gardens, parkland, and more.

Building Blocks

The plan is a comprehensive, evidence-based exercise grounded in the following:



Public Engagement

Community Survey Stage 1

2,050 households
completed surveys,
representing 6,400 residents



Public Open Houses Stage 1

80+ persons attended
6 sessions in May 2023



Stakeholder Workshops Stage 1 & 3

20+ organizations
participated, representing
nearly 28,000 members



Community Survey Stage 3

1,579 responses on
the draft master plan

Summary of Library Board Input (May 2024)

- Reconsider potential demand for library service in Midtown Oakville
- Review approach to providing enhanced library service in the Bronte area – consideration of location, impact on Woodside, etc.
- Recommend review of service delivery model in Clearview
- High cost of eBooks was noted



Summary of Community Input (June 2024)

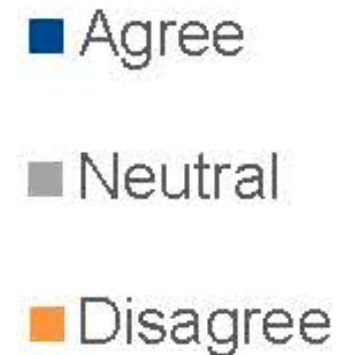
1. Ensure that libraries offer flexible spaces that can support evolving needs, services, and programming. (n=1377)



2. Where possible, coordinate and integrate new libraries with other community and/or recreation facilities. (n=1382)



3. Continue to expand technologies within the library to support persons requiring access and to foster experimentation and innovation. (n=1369)



Summary of Community Input (June 2024)

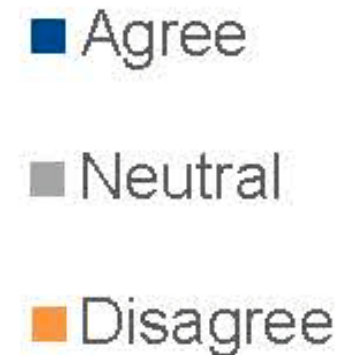
4. Develop a Future Operating Hours Plan to consider extending hours at selected locations. (n=1376)



5. Respond to population growth by developing new library branches in the Trafalgar Urban Core area (north of Dundas Street) and the Palermo area within the next 10 years. (n=1375)



6. Explore the potential to offer additional social services within libraries (in partnership with others) to better support at risk and marginalized populations. (n=1376)



Summary of Community Input (June 2024)

7. Continue to expand outreach and alternative delivery models to emerging communities and gap areas (e.g., OPL Express locations, etc.). (n=1378)



8. Review options and locations for enhanced library services within the Bronte area. (n=1373)



9. Include a library branch in the planning for Midtown Oakville. (n=1373)



■ Agree ■ Neutral ■ Disagree

■ Agree
■ Neutral
■ Disagree

Summary of Community Input (June 2024)

10. Support Oakville's growing diversity by enhancing multi-lingual collections and programming (e.g., English as a Second Language, etc.). (n=1378)



11. Prioritize the redevelopment of the Central Library as part of the Downtown Cultural Hub Initiative. (n=1383)



Libraries – Objectives

- A. Embrace Evolving Roles
- B. Enhance and Revitalize Existing Branches
- C. Provide New Branches in Strategic Locations
- D. Evaluate Alternative Service Models
- E. Maintain High Quality Services
- F. Consider Extended Hours
- G. Support for At-Risk Populations
- H. Partner with the Town

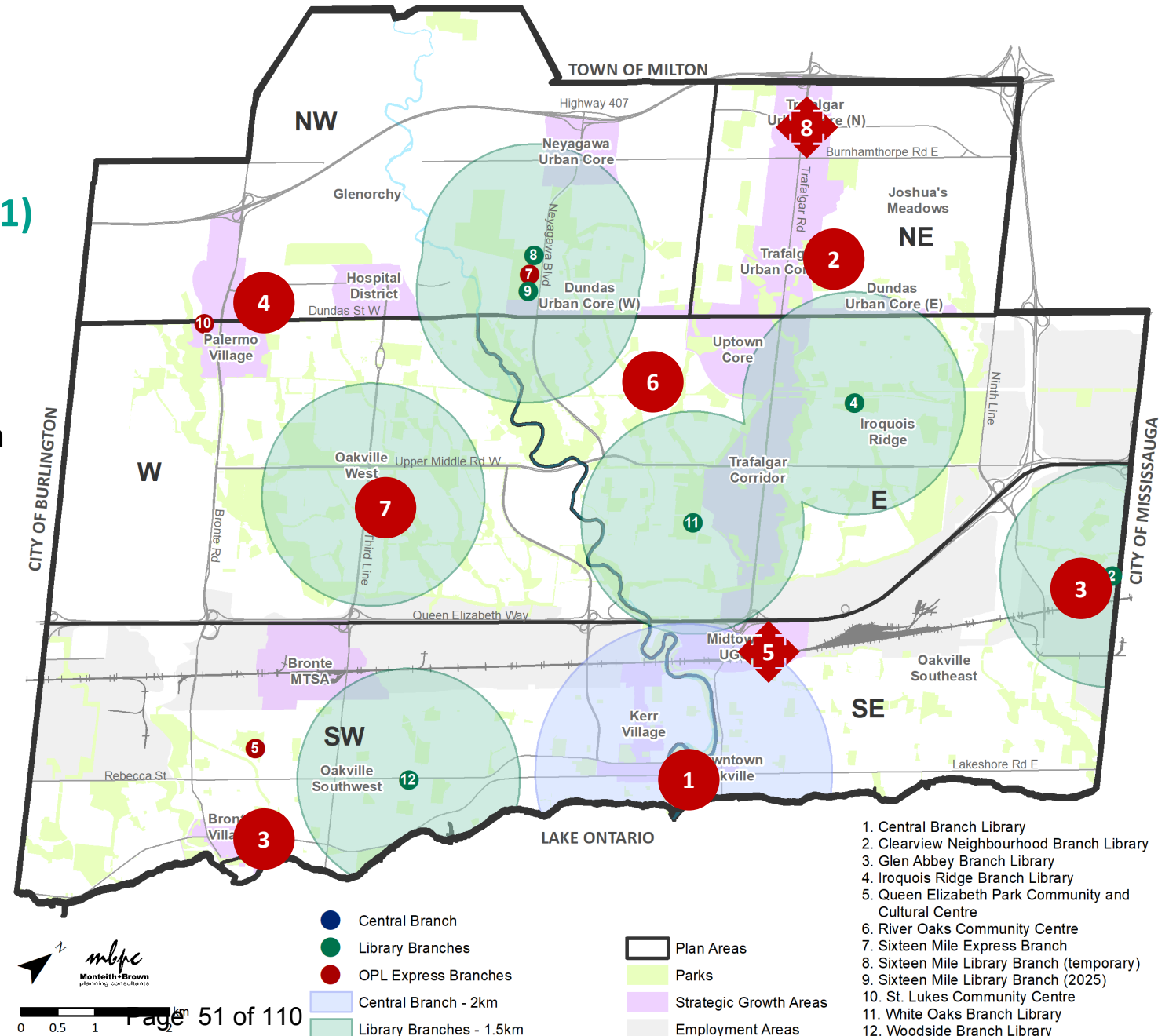


Library Facilities

Proposed Capital Program (2024-2051)

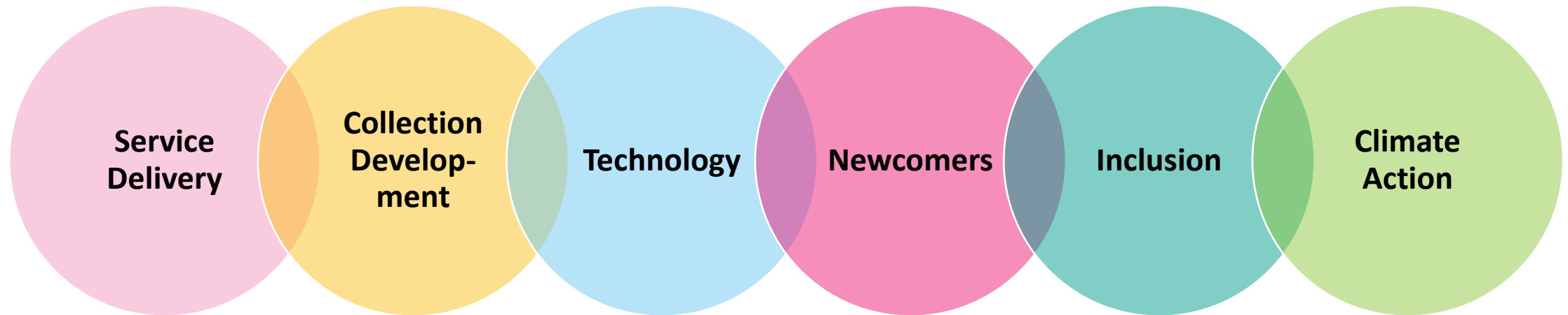
1. Replace **Central Library Branch**
2. New library branch in **Trafalgar Urban Core South**
3. Undertake review of library services in **Bronte** and **Clearview** – may result in new branch in Bronte (site tbd) and reconsideration of Woodside
4. New library branch in **Palermo** (with community centre)
5. New library and community hub in **Midtown Oakville***
6. Add library branch to **River Oaks CC**
7. Consider expansion to **Glen Abbey branch**
8. New library branch in **Trafalgar Urban Core North** (with community centre)*

* site/land required



Library Services

The plan also includes recommended actions related to:



Wrap-up

Thank you for your input throughout the planning process.

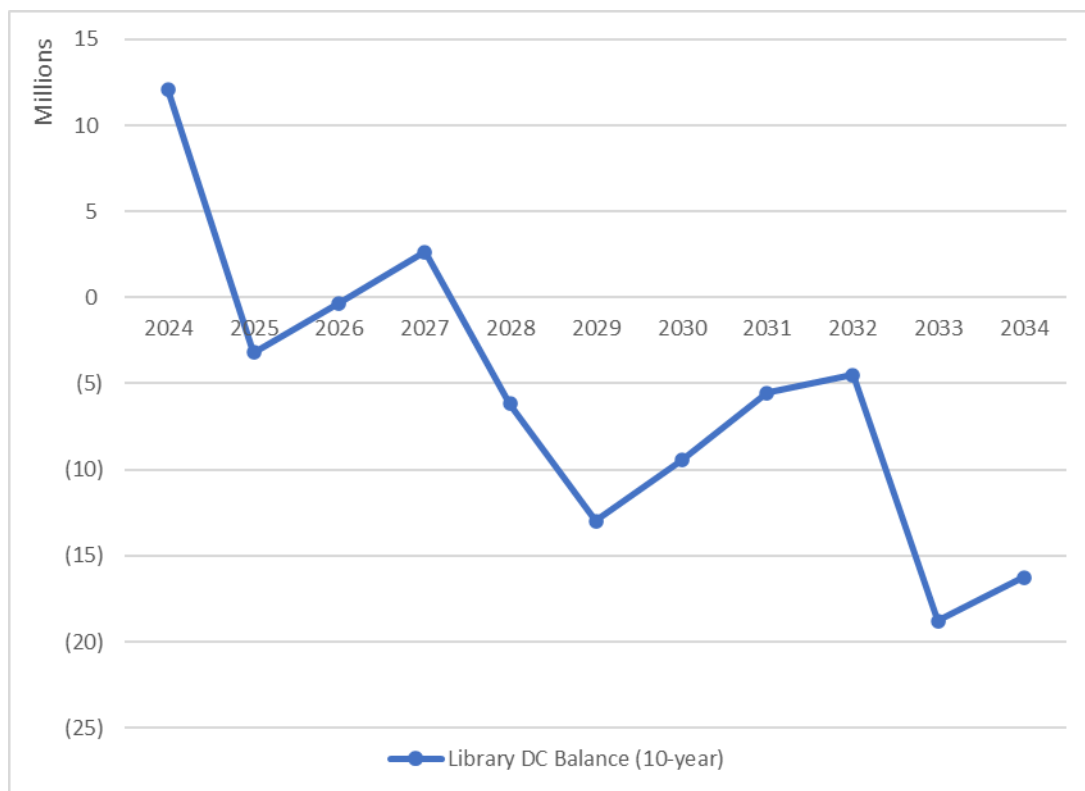
The final plan will be presented to Town Council on November 5.





Chart A – PRLMP Recommended Library Projects 2025-2034

Recommended Project	Timing	Classification	Status
Central Branch Replacement	2026+	Infrastructure Renewal	Fully funded in 2025 Capital Forecast
Trafalgar Urban Core South (new)	2028/2029 (275,000 population)	Growth	Fully funded in 2025 Capital Forecast
Bronte (new)	2032 (300,000 population)	Program Initiative / Growth	Unfunded
Palermo (new)	2032~2034 (325,000 population)	Growth	Fully funded in 2025 Capital Forecast

Chart B - Library Development Charges Projected Balance

Note: Forecast balance is based on the proposed 2025 Budget and growth forecast based on the Housing pledge and Joint Best Planning Estimates.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: 2025 OPL Goals – October 17, 2024

RECOMMENDATION:

That the 2025 OPL Goals be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- As per the Oakville Public Library (OPL) Board Procedural By-Laws, the CEO is to set annual goals and expectations which are linked to the organization's strategic goals and recommend these to the Board for approval.
- For 2025, OPL is proposing four areas of focus –Capital Projects, Cardholder Growth, Staff Growth and Engagement, Succession Planning with corresponding goals for review and feedback.
- The Diversity, Equity and Inclusion Strategic Framework has been removed from the OPL Goals for 2025. The DEI Employee Resource group is drafting Year 3 and it will be brought to the board in Q1 2025.
- Progress reports on the status of the OPL Goals are brought to the Board quarterly.

BACKGROUND:

The CEO is required to submit annual goals to the Board for approval.

COMMENT/OPTIONS:

The four following areas of focus were identified as key areas for improvement and/or growth in 2025:

CAPITAL PROJECTS

1. Previously started in Q3 2024 and continuing in 2025, OPL will engage with donors and prospective donors to raise 1 million in new funds to support the new Central Branch located at 193 Church St.

Strategic Pillar: Expanding Our Reach

2. In Q2 2025, OPL will start detailed design of the Trafalgar Urban Core South branch including community engagement within the Trafalgar Urban Core South and neighboring areas to understand the program needs of the branch. The process will include a minimum of 5 community engagements including a targeted survey, focus groups and programming. Success will also be measured using the percentage of community needs integrated into the design.

Strategic Pillar: Expanding Our Reach / Enriching Lives and Building Healthy Communities

3. Starting in Q2 2025, OPL will begin hiring and onboarding staff for the permanent Sixteen Mike branch targeted to open in late Q3 2025. OPL will have completed 100% of the required hiring/onboarding 30 days prior to the opening of the branch.

Strategic Pillar: Expanding Our Reach / Investing in Staff to provide exceptional customer experiences

LIBRARY CARDHOLDER GROWTH

1. Starting in Q2, OPL will leverage its new marketing tool to develop cardholder onboarding and retention programs to highlight the depth and breadth of the tools and services available to customers with focus on digital. By the end of 2025, OPL will have increased the percentage of Oakville households with a library card by 5% and decrease the number of inactive accounts by 5%. (carried over from 2024)

Strategic Pillar: Expanding our Reach / Promoting Digital Discovery

2. Starting in Q1, OPL will continue to engage in new cardholder signup activities and strengthen ongoing connections with customers to demonstrate the continued value of active membership. By the end of

2025, OPL will have increased the percentage of Oakville households with a library card by 5% and decrease the number of inactive accounts by 5%.

Strategic Pillar: Expanding our Reach / Promoting Digital Discovery

These two goals have the same metric as it reflects a two-pronged approach to customer growth and retention.

Staff Growth and Engagement

- 1. Starting in Q1, OPL will leverage feedback from the Customer Satisfaction Survey (Q3 2024 results) to identify key areas for improvement and develop new learning opportunities for OPL staff to enhance the delivery of services for all customers. By Q3 2025, there will be a measurable improvement in customer satisfactory survey ratings in these areas.**

Strategic Pillar: Investing in Staff to provide exceptional customer experiences

- 2. Starting in Q1, OPL will review the results of the Fall 2024 Staff Feedback Survey to identify actions to align the rating between two key engagement results:**
 - a. “My contributions are important to the success of my department” which received an average 84% satisfaction result in previous years.**
 - b. “Taking everything into account, I like working at this organization” which received an average 69% satisfaction in previous years.**

Based on the review, OPL will engage staff to identify actions to support a measurable improvement in aligning the results of those two key engagement results.

Strategic Pillar: Investing in Staff to provide exceptional customer experiences

For the past 2 years, the OPL Goals have included a Diversity, Equity and Inclusion Strategic Framework. For 2025, this framework will be developed by the Diversity, Equity and Inclusion Employee Resource group (DEI ERG). The DEI ERG is current working on the 2025 plan, and it will be brought to the board in Q1 2025.

Succession Planning

1. By the end of 2025, the CEO will develop the leadership and writing/presentation skills of the Director, Customer Experience and Director, Innovation and Integration by encouraging and supporting them to take a 50% larger role in board report writing and presentation delivery. The success will be measured by all directors presenting at least 6 board reports each by year-end, with a 90% satisfaction rate from board members on the clarity and effectiveness of the reports and presentations.

Strategic Pillar: Investing in Staff to provide exceptional customer experiences

APPENDICES:

N/A

Prepared and submitted by: Tara Wong, CEO

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Collection Development Policy – October 17, 2024

RECOMMENDATION:

That the Collection Development Policy (Appendix A) be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The current Collection Development Policy, approved on January 28, 2021 (Appendix B), is outdated and requires revision to reflect current practices and challenges.
- New policy revisions include:
 - Updated language to reflect OPL's contemporary collection management practices.
 - Clarification of the scope of Intellectual Freedom in collection development.
 - Expanded sections addressing new formats and emerging community needs.
 - Alignment with updated legislation (e.g. Film Classification Act) and policies.
- The new policy introduces guidelines for transparency in material selection and reconsideration processes, providing a framework for community engagement on collections.
- The Request for Reconsideration of Library Materials Form has been reformatted and expanded to include an appeal process, timelines, and clearer procedures (Appendix C).

BACKGROUND:

The Collection Development Policy was last reviewed and approved by the Oakville Public Library Board on January 28, 2021. Since that time, significant shifts in digital collections, the library of things, emerging formats, and legislation have rendered the

policy insufficient for OPL's current and future needs. The outdated language, references no longer relevant policies, and outdated legal frameworks, such as the Film Classification Act, requiring updating to align with the current legislation and operations of OPL.

The new Collection Development Policy reflects OPL's commitment to a diverse, inclusive, and community-centered collection. It provides clear principles that prioritize responsiveness to community needs, inclusion of marginalized voices, and the maintenance of comprehensive and forward-looking collections.

COMMENT/OPTIONS:

Significant revisions to the Collection Development Policy were made following a comprehensive review of OPL's current practices and a comparison with policies from other public libraries. The proposed updates emphasize accessibility, community engagement, and diversity. Several key changes were introduced in the updated policy.

First, the language throughout the policy was simplified to make it more accessible while maintaining the core principles. These revisions reflect OPL's commitment to providing collections that are more responsive to and tailored for Oakville's specific needs.

An important update includes renaming "Responsibility for Selection" to "Accountability" within the policy. The responsibility for managing library collections has been transferred from the Board to the CEO or their designate, aligning this policy with other OPL policies where the CEO holds the final decision-making authority regarding collection-related matters.

The section on donations has also been revised to better reflect current practices for receiving and handling donated materials. It outlines the financial challenges of integrating donated items into the collection and clarifies the library's responsibility in managing these donations.

Lastly, the Requests to Reconsider Materials section has been expanded to align with the recently updated Intellectual Freedom Policy. This update increases transparency regarding how intellectual freedom principles guide the selection process. It also offers additional clarity on the scope of requests considered and formalizes the appeal process, including specific timelines and a reformatted Request for Reconsideration form (Appendix C).

More specific changes introduced in the updated Collection Development Policy (Appendix A) compared to the previous version (Appendix B) include:

- Access to Collections: This section has been updated to replace references to outdated legislation with the current Film Content Information Act. It also clarifies that audiovisual material without an available rating (example—Netflix original content) may still be considered for inclusion if it meets the library's selection criteria.
- Diverse and Inclusive Collections: OPL's commitment to diversity and inclusion has been strengthened with clearer guidelines on how these principles inform collection decisions. This section has been moved earlier in the policy to reflect its significance in shaping OPL's approach to collection development.
- Indigenous, Inuit, and Métis Materials: In recognition of OPL's ongoing commitment to the Truth and Reconciliation process, the updated policy integrates these principles throughout the document, rather than confining them to a single section.
- Selection Criteria: The criteria for selecting materials have been updated to better support the inclusion of digital collections and the growing Library of Things. This section now provides greater clarity on how staff approach the selection process.
- Multi-lingual Materials: This section has been renamed Community Language Materials to better align with OPL's vision for a community-centered collection. Additional criteria have been added to ensure these collections remain sustainable in terms of quality materials and ability to meet demand.
- New Formats: A new section has been added to provide clarity on how decisions are made regarding the introduction and removal of various formats in library collections. This ensures that the library can adapt to emerging trends while responsibly managing its resources.
- Collection Maintenance Guidelines: Now renamed Deselection and Collection Maintenance, this section has been expanded to address the maintenance and deselection of non-traditional collections, such as the Library of Things, and to ensure the continuous vitality of OPL's physical collections.
- Interlibrary Loan (ILLO): This section has been renamed Interlibrary Loan (ILLO) and Resource-Sharing to reflect a broader scope of potential resource-sharing opportunities. The updated policy explains the existing ILLO service in greater detail and outlines possibilities for future partnerships.
- Local Collections: This section has been expanded to ensure that local collections are developed with a focus on the significance of local Indigenous Peoples and Truth and Reconciliation efforts. Further guidance is provided on selecting and acquiring materials from local authors and artists.

These updates ensure OPL maintains its leadership in providing a collection that supports the diverse and evolving needs of Oakville's community. The revised policy will guide OPL in its ongoing efforts to offer equitable access to information, foster intellectual freedom, and support community growth.

APPENDICES:

Appendix A - PS-005 - Collection Development Policy (2024).doc

Appendix B - PS-005 - Collection Development Policy (2021).pdf

Appendix C - OPL_request-for-reconsideration-of-library-material-form.pdf

Prepared by:

Joseph Moncada, Director Innovation & Integration

Submitted by:

Tara Wong, CEO

Collection Development Policy

Policy Number:	PS-005
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	
Effective Date:	
Next Review Date:	2028
Supersedes:	<u>Collection Development Policy</u> : Jan. 28/21, June 27/13, Sep. 23/10, Jan. 22/09, Nov. 24/05, Dec. 12, 02. (Motion #: 13.06.56, 10.09.74, 09.01.08, 05.11.114, 02.12.146)
Access to Collections Policy:	September 23/10, Jan. 22/09, Nov. 24/05, Dec. 12/02 (Motion#: 13.06.56, 09.01.08, 05.11.114, 02.12.146)
Responsibility for Selection Policy:	June 27/13, Sep. 24/09, Feb. 23/06, Jan 2003 (Motion#: 13.06.53, 09.09.81, 06.02.24, 03.02.20)

Purpose:

The collections at the Oakville Public Library are selected and maintained in support of the library's mission, vision, and values. This policy outlines the principles and **criteria used by staff to develop and maintain** the library's collections, while informing the residents of Oakville of the **criteria used to select materials** for inclusion in the library's collections.

Scope:

This policy governs collections in all formats held by the Oakville Public Library and made available to the public. The policy aligns with the principles of universal and equitable access and is supported by [OPL's Intellectual Freedom Policy](#).

Policy Statement:

The Oakville Public Library is committed to providing collections that:

- **Respond to** the diverse nature of the community, as well as the varied backgrounds and needs of citizens.
- Represent **and inspire** a wide range of ideas, creative thought, information, and viewpoints within the constraints of availability to purchase, space, and budget.
- Feature unique local history materials that are applicable to the community.
- Meet **and anticipate the** literacy, learning, informational, culture, leisure, and recreational needs of the community.

Collection Principles and Guidelines:

Accountability

Overall responsibility for library collections and authority for the Collection Development Policy lies with the Chief Executive Officer or designate. In practice, this responsibility is delegated to members of staff who are qualified by reason of education and training.

Access to Collections

Physical access to items will not be restricted except to protect an item from damage or theft, or to ensure the widest possible use of materials by library customers. Library collections will not be marked or identified to show approval or disapproval of the contents. Materials are not sequestered to show approval, disapproval or judgement as to the suitability or content for a particular audience. Placement of materials is solely at the discretion of the library. The library will not limit availability of collections based on the location or classification for specific audiences, except where required to do so by law.

Honouring the legal requirements of the [Film Content Information Act](#), the library may restrict the availability of material by classification where applicable. If a rating is not available for an item, yet it fulfils the library's Selection Criteria, the item will be included in the collection without a rating.

Children and teens are entitled to access all materials provided by the library, except where limited by law. Oakville Public Library believes in the freedom of the individual and the rights and obligations of parents and guardians to develop, interpret and maintain their own code of values as a family. Parents/legal guardians and/or those responsible for the child are responsible for the selection, usage, and safe return of materials borrowed by their children. No item will be excluded from the library collection because it may come into the possession of children.

Diverse and Inclusive Collections

Through the commitments outlined in OPL's [Inclusion Policy](#), the library recognizes its responsibility to provide access to information in a variety of accessible formats and on a wide variety of subjects from a variety of perspectives including selection of materials by diverse authors and creators.

With an aim to creating diverse and inclusive collections, the library will:

- Seek content created by, and representative of, underrepresented and systemically oppressed groups protected by [The Canadian Charter of Rights and Freedoms](#).

- Offer content in multiple formats, to provide equitable access to individuals with varied abilities.
- Apply an inclusive lens to how materials and resources are catalogued, labeled, displayed and promoted.
- Advocate for inclusive and anti-oppressive cataloguing standards and strive to eliminate systemic oppression found in library classification.
- Seek feedback and suggestions from community groups and customers that serve or represent those of underrepresented and systemically oppressed backgrounds.

No materials are excluded from selection solely because of the "race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, disability, family status, sex, sexual orientation and/or receipt of public assistance" of the creator of the work.

Selection Criteria

The selection of materials is based on the professional judgement of library staff. Staff selection activities are supported by attention to review media, bibliographies and reviewing tools, consultation with the publishing industry, authoritative discussions of genres or subject areas, and recommendations from library users. At times, staff may consult with subject area specialists outside of the library.

Materials are selected according to the needs and interests of the community, access to other library resources and budget.

Selection decisions for all materials, whether purchased or donated, will take into consideration the following criteria:

Demand

- Anticipated or expressed needs and interests of the community;
- Popular and/or anticipated demand and current trends.

Quality

- Attention of critics, reviewers, and the public;
- Reputation and/or authority of the author/artist/creator/publisher;
- Skill, competence, and purpose of the author/artist/creator;
- Accuracy, clarity, comprehensiveness, and objectivity of the work;

Subject Matter

- Significance, timeliness, or permanence of subject matter;
- Relationship to the existing collection;
- Representation of diverse points of view;
- Representation of Canadian and/or local perspectives;
- Representation of popular or important movements, genres or trends;

Audience

- Suitability of subject, style, and reading level for the intended public library audience;
- Format of material, technical quality, and/or effectiveness of medium to content;

Availability and Access

- Suitability of physical form for library use;
- Ease of use and remote access potential;
- Accessibility of material in other libraries, for free via the internet, or from other easily and freely accessible resources;
- Licensing requirements;
- Long term availability and perpetual access rights;

Library Resources

- Purchase price and other budgetary considerations;
- Comparison of content and cost with other available formats;
- Staff expertise and customer assistance requirements;
- Physical space limitations in library facilities.

An item need not meet each of the above criteria to be acceptable for inclusion in the collection.

Oakville Public Library complies with any law enacted at the federal, provincial or municipal level and therefore does not acquire resources that violate the [Criminal Code](#) definition of “obscene material”, “sedition” or “hate propaganda” and the case law interpreting those provisions, including the application of [The Canadian Charter of Rights and Freedoms](#).

Community Language Materials

Oakville Public Library collects materials in languages other than English and French that meet the needs of Oakville's diverse population. The decision to establish or discontinue a language collection is based on census data, input from the community and other supporting statistical evidence, and if the language is sustainable as a collection with readily available quality material, sufficient demand, and usage.

Customer Suggestions

Library customers may make suggestions for the inclusion of material in the collection using the form available on the OPL website. Suggestions for purchase of books or other formats will be considered in accordance with the selection criteria outlined in this policy.

New Formats

Careful consideration is given to the introduction of new formats to library collections. Budget considerations, community needs, and the probable impact on existing resources are all reviewed before items in a new format are selected and introduced. The selection of material in any new format may result in the library's decision to retire specific items or material formats from its collections in order to responsibly accommodate trends in customer demands and/or changes in technology.

Deselection and Collection Maintenance

The Oakville Public Library strives to maintain strong physical collections while growing or providing access to content that reflects the increasing demand for information, books, music and videos in digital formats, as well as non-traditional library collections.

Qualified library staff regularly assess library material for condition, accuracy, currency and usage. To keep the collection timely and attractive, materials are deselected and withdrawn when they are found to be outdated, worn, redundant or outside the desired scope of the given area of the collection.

An item that is the subject of a libel action of which the library becomes aware will be removed from the collection until the action is finally resolved when, depending on the outcome of the action, it will be returned to the collection or permanently withdrawn.

Withdrawn or missing materials are not automatically replaced. In general, replacements are purchased following the general selection criteria. Several additional factors are, however, considered.

- Demand or public interest in the subject or material;
- Importance of title or material to the collection;
- Extent of the present library collection on the subject;
- Availability of new titles or material on, or related to, the subject;

- Historical value of the material.

Interlibrary Loan (ILLO) and Resource-Sharing

Oakville Public Library is committed to resource-sharing with other libraries across the province and across Canada and provides Interlibrary Loan service for this purpose. Items that fall outside the library's selection criteria or that are "out of print" or temporarily unavailable can be requested by OPL customers from other library systems by using regular Interlibrary Loan services. Fees for the service occasionally apply on a cost-recovery basis. If an OPL cardholder loses an item borrowed from another library on their behalf they are responsible for all replacement charges from the lending institution.

In addition, the library may enter into partnerships with other libraries and organizations to assist in providing increased access to collections. These partnerships will be established in accordance with the criteria outlined in the Partnership Policy. Details of such partnerships will be outlined in operational procedures.

Local Collections

Oakville Public Library has a particular interest in local history, genealogy, works by local authors, and other special and locally focused collections, whether or not such materials meet the selection criteria in other respects. Additional selection criteria may be developed and applied specifically to these collections whether they are considered for purchase or as donations. The library will collect items with a focus on the former areas of Oakville, Bronte and Trafalgar Township, as well as other areas of Halton Region. These collections will be developed to recognize the significance of local Indigenous Peoples and will reflect our commitment to continue the path toward Truth and Reconciliation.

Special efforts will be made to add works by local authors/artists to the collection. Works will be accepted if they are in a suitable format, fit the selection criteria and meet the local author/ artist eligibility requirements of Oakville Public Library. All other authors will fall under the regular selection process. All submitted works will be treated as donations, however we encourage authors to ensure that their materials are commercially available. This is the preferred method to acquire materials for circulation, and to ensure that the author/artist is adequately compensated for their work.

The library is not under any obligation to add to its collection everything about the area or produced by local authors, printers, or publishers if it does not seem to be in the public interest.

Donations

Offers to donate items to the collection are appreciated; however, the majority of donations will not be accepted for inclusion in the collection due to associated processing costs that place a financial burden on the library. This supersedes any monetary gain from enhancement to our collection.

Donations of material specifically requested by library staff, gift copies from local authors/ artists, and donations of local or historically relevant content may be accepted with the understanding that such materials may still be sold at the library, donated, or disposed of elsewhere. Such items will be considered for inclusion according to the library's selection criteria.

Once received, donated materials become the exclusive property of the library.

Classifications, shelving, access, location, deselection, and disposal will be determined by the library. The library cannot guarantee the permanence of a gift in the collection and the library has no obligation to inform the donor of the disposition of donated materials. Donated materials will not be evaluated for the purposes of issuing tax receipts.

Requests to Reconsider Materials

The library recognizes that some materials offered by the library are controversial and may offend some customers. Not all items selected for inclusion in the library's collection will be suitable for every customer.

Selecting an item for a library collection does not constitute endorsement by the library of either the content, creator, or viewpoint expressed in that item, but rather is an affirmation of the principle of intellectual freedom.

Selection of an item cannot be influenced by any anticipated approval or disapproval of its intellectual content by sectors of the community. Customers have the right to express opposition to library material, and to reject it for their own personal use, but they may not restrict the freedom of others to make use of that same material.

The following will not cause an item to be automatically included or excluded from the collection:

- Race, religion, nationality or political views of an author;
- Frankness or coarseness of language;
- Controversial content;
- Endorsement or disapproval of an individual or group;
- Language in which the work is written or spoken.

Library customers who feel that an item in our collection falls outside the criteria outlined in this policy are asked to complete a written request using the Request for Reconsideration of Library Materials form (Appendix A).

The Oakville Public Library subscribes to a variety of third-party vendors that provide content for users of the library. The materials that are made available by these platforms are determined by the vendor, and not the library itself. In these circumstances, the library may be unable to assess the items for continued inclusion using OPL's Request for Reconsideration guidelines.

Reconsideration requests are reviewed and responded to by the Manager, Collection Development or a delegate. Decisions regarding challenged materials will be communicated to the individuals who initiated the requests following a thorough staff review process. The originator of the request may make an appeal about the decision in writing to the Chief Executive Officer (CEO) within seven days of the decision. The CEO is the final decision-maker on the request for reconsideration. Any decision relating to challenged materials is final and those materials will not be eligible for reconsideration for a period of three years.

References and Related Documents:

Oakville Public Library Policies

- Inclusion Policy
- Intellectual Freedom Policy
- Partnership Policy
- [Safety and Well-being of Children Policy](#)

Legislation

- [Canadian Charter of Rights and Freedoms](#), s 7, Part 1 of the *Constitution Act*, 1982, being Schedule B to the *Canada Act 1982* (UK), 1982, c 11.
- [Film Content Act](#), 2020, S.O. 200, c. 17
- [Criminal Code](#), R.S.C., 1985, c. C-46
- [Human Rights Code](#), R.S.O. 1990, c. H. 19
- [Public Libraries Act](#), R.S.O. 1990, c. P. 44

Other Documents

- [Canadian Federation of Library Associations *Truth and Reconciliation Report and Recommendations*](#), 2016
- [The Ontario Library Association Position on Children's Rights in the Library](#), 1998
- [The Ontario Library Association Position on Teen's Rights in the Public Library](#), 2010

Request for Reconsideration of Library Materials

Kindly complete all sections of the form below so that collections staff can fully understand your specific concerns regarding the item. Please use a separate sheet if necessary.

Request Initiated By: _____

Library Barcode: _____ Date: _____

Address: _____

City: _____ Postal Code: _____

Daytime Phone Number: _____ Evening Phone Number: _____

Email Address: _____

If this request is made on behalf of an organization or group, please identify:

Author (if applicable): _____

Title: _____

Format (e.g. book, DVD, CD): _____

1. Have you read, viewed, or listened to this material in its entirety?

Yes _____ No _____

2. If no, which parts have you read/viewed/listened to? Please be specific.

3. Please state your specific objections to this work. Cite pages or sections, if possible.

4. What do you think might result from reading, viewing or hearing this material?

5. Have you seen/heard any promotions or read any reviews about this work? If so, please identify.

6. What do you propose the library do about this material?

7. Could you suggest alternative material in its place?

8. Have you read the attached Collection Development Policy?

Yes _____ No _____

This request will be reviewed by the Manager, Collection Development, and you will be informed of the decision.

Thank you for your comments.

Customer Signature: _____ Date: _____

Staff Contact: _____ Branch: _____

The collection of information on this form is subject to the provisions of the Municipal Freedom of Information and Protection of Personal Privacy Act. This information is used for library-related purposes only. Please direct any inquiries to the Director, Customer Experience, Oakville Public Library, 905-815-2035.

Collection Development Policy

Policy Number:	PS-005
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	January 28, 2021
Effective date:	January 29, 2021
Next Review Date:	2024
Supersedes:	<u>Collection Development Policy</u> : June 27/13, Sep. 23/10, Jan. 22/09, Nov. 24/05, Dec. 12, 02. (Motion #: 13.06.56, 10.09.74, 09.01.08, 05.11.114, 02.12.146)
Access to Collections Policy:	September 23/10, Jan. 22/09, Nov. 24/05, Dec. 12/02 (Motion#: 13.06.56, 09.01.08, 05.11.114, 02.12.146)
Responsibility for Selection Policy:	June 27/13, Sep. 24/09, Feb. 23/06, Jan 2003 (Motion#: 13.06.53, 09.09.81, 06.02.24, 03.02.20)

Purpose:

The collections at the Oakville Public Library are selected and maintained in support of the library's mission, vision and values. This policy outlines the principles and guidelines to assist library staff in development and maintenance of the library's collections, while informing the residents of Oakville of the principles by which materials are selected for inclusion in the library's collections.

Scope:

This policy governs collections in all formats held by the Oakville Public Library and made available to the public. The policy is in accordance with the principles of universal and equitable access and is supported by [OPL's Intellectual Freedom Policy](#).

Policy Statement:

The Oakville Public Library strives to provide collections that:

- Recognize the diverse nature of the community, as well as the varied backgrounds and needs of citizens.
- Represent a wide range of ideas, creative thought, information and viewpoints within the constraints of availability to purchase, space and budget.
- Feature unique local history materials that are applicable to the community.

- Meet present and future literacy, learning, informational, culture, leisure and recreational needs of the community.

Collection Principles and Guidelines:

Responsibility for Selection

The Oakville Public Library Board assumes overall responsibility for library collections and authority for the Collection Development Policy. The Library Board delegates this responsibility to the Chief Executive Officer, who may further delegate to members of staff who are qualified by reason of education and training.

Access to Collections

Except where limited by law, children and teens are entitled to access all materials provided by the library. Oakville Public Library believes in the freedom of the individual and the rights and obligations of parents and guardians to develop, interpret and maintain their own code of values as a family. In support of this belief, parents and/or those responsible for the child are responsible for the selection, usage, and safe return of materials borrowed by their children. No items will be excluded from the library collection because it may come into the possession of children.

The library may control use of any collection material in order to protect items deemed susceptible to theft or damage by users, or to ensure the widest possible use of materials by library customers.

Honouring the legal requirements of the [Film Classification Act](#), the library may restrict the availability of material by film classification where applicable.

Library collections will not be marked or identified to show approval or disapproval of the contents. Materials are not sequestered to show approval, disapproval or judgement as to the suitability or content for a particular audience. Placement of materials is solely at the discretion of OPL. The library will not limit availability of collections based on the location or classification for specific audiences.

Selection Guidelines

The selection of materials is based on the professional judgement of library staff. Materials are selected according to the needs and interests of the community, access to other library resources and budget.

A range of objective measures and standards are applied when selecting resources.

Some or all of the following criteria may be taken into consideration during the selection process for all materials, whether purchased or donated:

- Anticipated or expressed needs and interests of Oakville's diverse community;

- Representation of Canadian and/or local perspective;
- Reputation and/or significance of the author/illustrator/publisher;
- Skill, competence and purpose of the author/illustrator/creator;
- Artistic presentation and experimentation;
- Comments of professional and independent critics and reviewers;
- Accuracy, authority and objectivity of the work;
- Representation of popular or important movements, genres or trends;
- Suitability of subject, style and reading level for the intended audience;
- Format of material, technical quality, and/or effectiveness of medium to content;
- Insight into human and social condition;
- Importance as a document of the times;
- Relationship to the existing collection;
- Budgetary considerations;
- Suitability of physical form for library use;
- Physical limitations of the buildings.

Selection guidelines for digital resources also includes:

- Ease of access;
- Hardware / Network requirements;
- Comparison of content with other available formats;
- Licensing requirements;
- Staff training and customer assistance requirements;
- Cost considerations in relation to the overall development of the collection.

Oakville Public Library does not acquire resources that violate the [Criminal Code](#) definition of “obscene material”, “sedition” or “hate propaganda” and the case law interpreting those provisions, including the application of [The Canadian Charter of Rights and Freedoms](#).

Multilingual Materials

Oakville Public Library collects materials in languages other than English and French that are relevant to the community. The decision to establish or discontinue a language

collection is based on census data, input from the community and other supporting statistical evidence.

Indigenous, Inuit and Métis Materials

In the spirit of Truth and Reconciliation and the Ninety-Four [Calls to Action](#), the Oakville Public Library collects materials related to Indigenous, Inuit and Métis cultures and peoples in all available formats. The library's collection will include titles by and about Canada's, and specifically Ontario's, Indigenous, Inuit and Métis communities and will include titles presented in the First Nation Community Reads program.

Diverse and Inclusive Collections

Through the commitments outlined in OPL's [Inclusion Policy](#), the library recognizes its responsibility to provide access to information on a wide variety of subjects from a variety of perspectives including selection of materials by diverse authors and creators.

With an aim to creating diverse and inclusive collections, the library will:

- Seek content created by, and representative of, underrepresented and systemically oppressed groups protected by [The Canadian Charter of Rights and Freedoms](#)
- Apply an inclusive lens to how materials and resources are catalogued, labeled, displayed and promoted.
- Advocate for inclusive and anti-oppressive cataloguing standards and strive to eliminate systemic oppression found in library classification.
- Seek feedback and suggestions from community groups and customers that serve or represent those of underrepresented and systemically oppressed backgrounds.

Customer Suggestions

Library customers may make suggestions for the inclusion of material in the collection using the form available on the OPL website. Decisions for purchase are guided by the principles and guidelines outlined in this policy.

Interlibrary Loan (ILLO)

Oakville Public Library is committed to resource-sharing with other libraries across the province and across Canada and provides Interlibrary Loan service for this purpose. Library staff will make referrals for ILLO in situations where this is the most appropriate means of providing suitable material to meet the customer's needs. Fees for the service occasionally apply on a cost-recovery basis.

Local Collections

Oakville Public Library acknowledges a particular interest in local history, genealogy, works by local authors and other special and locally focused collections. The library will collect items with a focus on the former areas of Oakville, Bronte and Trafalgar Township, as well as other areas of Halton Region. The Library cannot guarantee that these collections will be comprehensive or archival.

Donations

In accordance with the [Donations, Sponsorship, Naming Rights and Third Party Fundraising Policy](#), Oakville Public Library accepts donations of print and non-print materials which can be integrated into existing collections and which fit the library's selection guidelines as outlined above. The Library reserves the right to refuse donations which it deems inappropriate, unsuitable or do not meet selection guidelines.

For up-to-date information on what type of materials the library accepts, customers should visit the library's website.

Classifications, shelving, access, location and disposal will be determined by the library. The library reserves the right to discard, recycle or repurpose of donations not added to its collection. The library does not evaluate materials for tax receipt purposes.

Collection Maintenance Guidelines

Collection Maintenance is the continuous systematic withdrawal of materials to maintain the integrity of the library's collection. This is essential to ensuring the vitality, size and scope of the overall library collection.

Qualified library staff regularly assess library material for condition, accuracy, currency and usage. To keep the collection timely and attractive, materials are withdrawn when they are found to be outdated, worn, redundant or outside the desired scope of the given area of the collection.

Replacement of items depends upon the demand, availability of more current materials, market availability for repurchase and the extent of the coverage in the collection.

Requests to Reconsider Materials

The library recognizes that some materials are controversial and that any given item may offend some customers. Not all items selected for inclusion in the collection will be suitable for every customer.

Library customers who object to materials located in the collection are asked to complete a written request using the *Request for Reconsideration of Library Materials* form (Appendix B).

Decisions made about challenged materials will be communicated to the originators of the requests following the completion of a formal staff review. The final decision concerning library materials rests with the Chief Executive Officer.

References and Related Documents:

Oakville Public Library Policies

- [Donations, Sponsorship, Naming Rights and Third Party Fundraising Policy](#)
- Inclusion Policy
- [Intellectual Freedom Policy](#)

Legislation

- [Canadian Charter of Rights and Freedoms](#), s 7, Part 1 of the *Constitution Act*, 1982, being Schedule B to the *Canada Act 1982* (UK), 1982, c 11.
- [Film Classification Act](#), 2005, S.O. 200, c. 17
- [Criminal Code](#), R.S.C., 1985, c. C-46
- [Human Rights Code](#), R.S.O. 1990, c. H. 19
- [Public Libraries Act](#), R.S.O. 1990, c. P. 44

Other Documents

- [Truth & Reconciliation: Calls to Action](#) , 2015
- [Canadian Federation of Library Associations *Truth and Reconciliation Report and Recommendations*](#), 2016
- [The Ontario Library Association Position on Children's Rights in the Library](#), 1998
- [The Ontario Library Association Position on Teen's Rights in the Public Library](#), 2010

Request for Reconsideration of Library Materials

Kindly complete all sections of the form below so that collections staff can fully understand your specific concerns regarding the item. Please use a separate sheet if necessary.

Request Initiated By: _____

Library Barcode: _____ Date: _____

Address: _____

City: _____ Postal Code: _____

Daytime Phone Number: _____ Evening Phone Number: _____

Email Address: _____

If this request is made on behalf of an organization or group, please identify:

Author (if applicable): _____

Title: _____

Format (e.g. book, DVD, CD): _____

1. Have you read, viewed, or listened to this material in its entirety?

Yes _____ No _____

2. If no, which parts have you read/viewed/listened to? Please be specific.

3. Please state your specific objections to this work. Cite pages or sections, if possible.

4. What do you think might result from reading, viewing or hearing this material?

5. Have you seen/heard any promotions or read any reviews about this work? If so, please identify.

6. What do you propose the library do about this material?

7. Could you suggest alternative material in its place?

8. Have you read the attached Collection Development Policy?

Yes _____ No _____

This request will be reviewed by the Manager, Collection Operations, and you will be informed of the decision.

Thank you for your comments.

Customer Signature: _____ Date: _____

Staff Contact: _____ Branch: _____

The collection of information on this form is subject to the provisions of the Municipal Freedom of Information and Protection of Personal Privacy Act. This information is used for library-related purposes only. Please direct any inquiries to the Director, Customer Experience, Oakville Public Library, 905-815-2035.

Request for Reconsideration of Library Materials



Kindly complete all sections of the form below so that collections staff can fully understand your specific concerns regarding the item.
Please use a separate sheet if necessary.

120 Navy Street,
Oakville ON L6J 2Z4
Tel: 905-815-2042
opl.ca

1 Request Initiated By

Last Name		First Name		Middle Initial
Address (Street)				
(City)		(Province)	(Postal Code)	
Daytime Phone #	Evening Phone #		(Cell)	
Email Address				
I bring forward this request on behalf of:				
<input type="checkbox"/> Myself <input type="checkbox"/> Group/Organization (indicate name):				

2 Material to Be Reconsidered

Title	
Author/Illustrator/Performer (if applicable)	Publisher (if known)
Type of material <input type="checkbox"/> Book <input type="checkbox"/> Magazine <input type="checkbox"/> DVD/Video <input type="checkbox"/> CD/Music <input type="checkbox"/> Other	
Details:	
1. Have you read, viewed, or listened to this material in its entirety? <input type="checkbox"/> Yes <input type="checkbox"/> No	
2. If no, which parts have you read/viewed/listened to? Please be specific.	
3. Please state your specific objections to this work. Cite pages, sections, tracks, etc.	
4. What do you think might result from reading, viewing or hearing this material?	

5. Have you seen/heard any promotions or read any reviews about this work? If so, please identify.	
6. What alternative material would you suggest the library include in its place?	
7. What would you suggest the library do about this material?	
8. Have you read the attached Collection Development Policy? <input type="checkbox"/> Yes <input type="checkbox"/> No	
9. Further comments:	
This request will be reviewed by the Manager, Collection Development, and you will be informed of the decision. Thank you for your comments.	
3	<div style="display: flex; justify-content: space-between;"> Customer Signature: Date: </div> <div style="text-align: right; margin-top: 5px;">(DD/MM/YYYY)</div>
Internal Use Only:	
Date (DD/MM/YYYY)	Received by Staff Member (name and branch)

The collection of information on this form is subject to the provisions of the Municipal Freedom of Information and Protection of Personal Privacy Act. This information is used for library-related purposes only. Please direct any inquiries to the Director, Customer Experience, Oakville Public Library, 905-815-2035.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Library Space Booking Policy – October 17, 2024

RECOMMENDATION:

That the Library Space Booking Policy be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The Library Space Booking Policy was previously approved on December 9, 2022 (Appendix B) with the intention that it would be next reviewed in Q3 2024.
- The Library Space Booking Policy has been updated with minor edits for clarity (Appendix A).
- All OPL library space bookings are subject to the Library Space Booking Policy and the Room and Space Rental Terms of Use.

BACKGROUND:

All policies are regularly reviewed to ensure that they reflect the values, intentions, and practices of the Oakville Public Library.

In 2022, the Library Space Booking Policy underwent significant edits to develop a more comprehensive policy that outlined current practices, including the provision for complimentary work and study spaces.

COMMENT/OPTIONS:

After review, only minor edits to improve clarity are required at this time. All edits have been indicated in Appendix A with track changes.

APPENDICES:

Appendix A – OP-002 Library Space Booking Policy (2024)

Appendix B – OP-002 Library Space Booking Policy (2022)

Prepared by:
Caitlyn Hicks, Director, Customer Experience

Submitted by:
Tara Wong, CEO

Library Space Booking Policy

Policy Number:	OP-002
Policy Category:	Operations
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	
Effective date:	
Next Review Date:	2027
Supersedes:	Library Space Booking Policy effective December 9, 2022

PURPOSE STATEMENT:

The Oakville Public Library has spaces that are used in ways consistent with OPL's mission, values and strategic priorities. This includes, but is not limited to, conducting library business such as programs, events or meetings. When not required for library use, select spaces are available for booking by individuals, groups and organizations.

The purpose of this policy is to ensure equitable access to services, to maintain a welcoming, safe and supportive environment, and to outline the conditions of use and the fees where applicable. The decision to offer complimentary or paid access to designated spaces to individuals and organizations is guided by several policies, most notably the [Inclusion](#) and [Intellectual Freedom](#) Policies. Permission to use these spaces does not imply any endorsement of the aims, policies or activities of any group or individual.

SCOPE:

This policy applies to individuals, groups or organizations that book rooms or space from Oakville Public Library. The term "client" refers to the organization, group or individual that has booked one of the Oakville Public Library's select spaces.

All space bookings are subject to meeting the requirements laid out in this policy and the [Room and Space Rental Terms of Use](#).

POLICY STATEMENT:

Use and fee structure:

Rental Spaces

When not required for library business, designated spaces may be rented by individuals, non-profit community groups and organizations and commercial entities as per the [fee schedule](#) outlining the regular and non-profit rates.

Complimentary Work and Study Spaces:

When not required for library business, designated work and study spaces may be reserved for collaborative or individual work or study. These complimentary spaces are available for use at no charge and reservations will be made on a first come, first served basis. Reservations may be made for the same day, or in advance where applicable.

Interested parties can contact their local branch or visit OPL.ca to view spaces available for rental or booking.

Conditions of use:

- The library grants to the client the non-assignable right to use the space and any supplied equipment solely for the purposes of, and on the dates and times stated, the booking. Topics of discussion and the names of speakers including their affiliation must be disclosed at the time of booking.
- In using the space and the supplied equipment, the client and all persons admitted in the space during the client's use will comply with all applicable federal, provincial and municipal laws, by-laws, policies and regulations including the library's [Customer Code of Conduct](#) and the [Room and Space Rental Terms of Use](#).
- Library staff reserves the right to access the space at all times and may attend any event being conducted by the client in the space for the purpose of auditing or reviewing compliance with library policies.
- Preparation and distribution of all publicity or marketing materials regarding any event to be held in the space are the sole responsibility of the client. Unless approved in advance by the library in writing, the use of the library logo or any mark identified as library-related on such materials is not permitted. Any advertisement, publicity or media of any kind must not imply endorsement by the library of the content of the program or event in any way. The use of the library name should be limited only to the location address for the event.
- Retail sales of any goods and/or services by commercial organizations or individuals are not permitted unless approved in advance by the CEO or designate.
- No games of chance, including lotteries, are permitted.

Denial of use:

The library reserves the right to interrupt, deny or cancel a booking as may be determined by the following:

- The client does not comply with all applicable federal, provincial and municipal laws, by-laws, policies and regulations including the library's [Customer Code of Conduct](#) and [Room and Space Rental Terms of Use](#).
- The activities conducted pose a risk to the health and safety of the public or staff.

- There is a likelihood that the premises or the equipment will be misused and/or damaged.
- It is deemed that the client misrepresented anything for the purposes of the booking.
- The activity conducted in the space duplicates or is in conflict with library **services**, programs or event offerings.
- The Library becomes aware that the space is intended to be a regular location for the client's activities or that the client is listing the Library's address as its business address.
- Past misuse of the space.

If the library interrupts, denies or cancels a booking for any of the reasons listed above, it is under no obligation to provide a refund or to allow the client the use of the space or any other library facilities or property in the future. The client waives the right to any damages or compensation of any kind should its use of the space be so interrupted, denied or cancelled.

Appeal:

Applicants who are denied permission to use these facilities may, upon written request, have the decision reviewed by the CEO, whose decision shall be final.

Definitions:

Room / Space: any Oakville Public Library room / space at any location that has been booked for / by the client and is specified in the booking.

Client: the organization, group or the individual that has entered into a contract to book any of the Oakville Public Library spaces.

Library Space Booking Policy

Policy Number:	OP-002
Policy Category:	Operations
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	December 8, 2022
Effective date:	December 9, 2022
Next Review Date:	October 2024
Supersedes:	Room and Space Rental Policy effective June 28, 2019

PURPOSE STATEMENT:

The Oakville Public Library has spaces that are used in ways consistent with OPL's mission, values and strategic priorities. This includes, but is not limited to conducting library business such as programs, events or meetings. When not required for library use, select spaces are available for booking by individuals, groups and organizations.

The purpose of this policy is to ensure equitable access to services, maintain a welcoming, safe and supportive environment and to outline the conditions of use and the fees where applicable. The decision to offer free or paid access to designated spaces to individuals and organizations is guided by several policies, most notably the [Inclusion](#) and [Intellectual Freedom](#) Policies. Permission to use these spaces does not imply any endorsement of the aims, policies or activities of any group or individual.

SCOPE:

This policy applies to individuals, groups or organizations that book rooms or space from Oakville Public Library. The term "client" refers to the organization, group or individual that has booked one of the Oakville Public Library's select spaces.

All space bookings are subject to meeting the requirements laid out in this policy and the [Room and Space Rental Terms of Use](#).

POLICY STATEMENT:

Use and fee structure:

Rental Spaces

When not required for library business, designated spaces can be rented by individuals, non-profit community groups and organizations and commercial entities as per the [fee schedule](#) outlining the regular and non-profit rates.

Work and Study Spaces:

Work and Study Spaces may be available at library branches for collaborative or individual work or study. These spaces are available on an ad hoc basis. There are also limited spaces that can be booked in advance. These bookable work and study spaces are available to reserve or use at no charge on a first come, first served basis or same day advance booking.

Interested parties can contact their local branch or visit OPL.ca to view spaces available for rental or booking.

Conditions of use:

- The library grants to the client the non-assignable right to use the space and any supplied equipment solely for the purposes of, and on the dates and times stated in the booking. Topics of discussion and the names of speakers including their affiliation must be disclosed at the time of booking.
- In using the space and the supplied equipment, the client and all persons admitted in the space during the client's use will comply with all applicable federal, provincial and municipal laws, by-laws, policies and regulations including the library's [Customer Code of Conduct](#) and the [Room and Space Rental Terms of Use](#).
- Library staff reserves the right to access the space at all times and may attend any event being conducted by the client in the space for the purpose of auditing or reviewing compliance with library policies.
- Preparation and distribution of all publicity or marketing materials regarding any event to be held in the space are the sole responsibility of the client. Unless approved in advance by the library in writing, the use of the library logo or any mark identified as library-related on such materials is not permitted. Any advertisement, publicity or media of any kind must not imply endorsement by the library of the content of the program or event in any way.
- Retail sales of any goods and/or services by commercial organizations or individuals are not permitted unless approved in advance by the CEO or designate.
- No games of chance, including lotteries, are permitted as the primary use of the space.

Denial of use:

The library reserves the right to interrupt, deny or cancel a booking as may be determined by the following:

- The client does not comply with all applicable federal, provincial and municipal laws, by-laws, policies and regulations including the library's [Customer Code of Conduct](#) and [Room and Space Rental Terms of Use](#).
- The activities conducted pose a risk to the health and safety of the public or staff.

- There is a likelihood that the premises or the equipment will be misused and/or damaged.
- It is deemed that the client misrepresented anything for the purposes of the booking.
- The activity conducted in the space duplicates or is in conflict with library program or event offerings.
- The Library becomes aware that the space is intended to be a regular location for the client's activities or that the client is listing the Library's address as its business address.
- Past misuse of the space.

If the library interrupts, denies or cancels a booking for any of the reasons listed above, it is under no obligation to provide a refund or to allow the client the use of the space or any other library facilities or property in the future. The client waives the right to any damages or compensation of any kind should its use of the space be so interrupted, denied or cancelled.

Appeal:

Applicants who are denied permission to use these facilities may, upon written request, have the decision reviewed by the CEO, whose decision shall be final.

Definitions:

Room / Space: any Oakville Public Library room / space at any location that has been booked for / by the client and is specified in the booking.

Client: the organization, group or the individual that has entered into a contract to book any of the Oakville Public Library spaces.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Membership Policy – October 17, 2024

RECOMMENDATION:

That the Membership Policy be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The Membership Policy was previously approved on October 23, 2020 (Appendix B).
- The Membership Policy has been updated with minor edits for clarity (Appendix A)

BACKGROUND:

All policies are regularly reviewed to ensure that they reflect the values, intentions, and practices of the Oakville Public Library.

In 2020, the Membership Policy underwent significant edits to better support the consistent application of practices across the organization and outline the framework for how OPL manages library memberships.

COMMENT/OPTIONS:

After review, only minor edits to improve clarity are required at this time. All edits are clearly indicated via track changes for board review and consideration.

APPENDICES:

Appendix A – PS-004 Membership Policy (2024)

Appendix B – PS-004 Membership Policy (2020)

Prepared by:
Caitlyn Hicks, Director, Customer Experience

Submitted by:
Tara Wong, CEO

Membership Policy

Policy Number:	PS-004
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	
Effective date:	
Next Review Date:	2027
Supersedes:	Membership Policy effective October 23, 2020

Purpose:

The purpose of this policy is to facilitate and maximize access to collections, services and programs for all customers in a fair and consistent manner and to ensure stewardship of assets.

Scope:

The policy applies to all users of Oakville Public Library. It covers the criteria used to determine eligibility for a library card, the types of memberships available, membership privileges and terms of use associated with the use of a card.

Policy Statement:

A library card is not required to enter the library or use most resources within the library. A library card is required to access many library services including, but not limited to, borrowing materials, using digital collections and resources.

Eligibility and types of library cards:

Full privileges cards:

A library card is free for individuals who are residents of Oakville, work in Oakville, pay taxes to the Town of Oakville or are students attending an educational institution in Oakville. The identification required to register for a library card is outlined in the *Acceptable Forms of Identification Chart*. The Library will not copy and retain any of the identification presented.

A child up to and including the age of 12 can obtain a card with a parent's / legal guardian's consent and proof of identity.

Teen cards are issued to individuals ages 13 to 17 with some limitations such as Wi-Fi hotspots and A/V materials rated 18+.

Limited privileges cards:

Individuals that have limited identification can obtain an Easy Access card with limited borrowing privileges for physical materials but full access to digital collections.

Reciprocal membership cards:

Members of Burlington, Milton and Halton Hills Libraries who present a valid library card from their home library with acceptable identification may register, at no charge, as Halton reciprocal members for a card with restricted privileges. Examples of restrictions are digital collections, Wi-Fi hotspots and interlibrary loans.

Non-resident membership cards:

Non-residents can purchase a full privileges annual library membership. Those who qualify for a reciprocal membership card, but want to have access to OPL's digital collections may wish to pay the annual fee for the non-resident card.

Library Card Holder Responsibilities:

Signing the library card implies the card holder's acceptance of and adherence to the rules and regulations of the Oakville Public Library.

Library card holders are responsible for the materials they have borrowed, for promptly reporting the loss or theft of the library card and for reporting changes in their contact information to the library. Returning items on time enables others to enjoy the library's collection. Fines may be charged for lost or damaged materials or other reasons as outlined in the Loans, Limits and Fees [information on the OPL.ca website](#).

Library cards are subject to renewal based on type of membership.

A library membership can be suspended for customers who have fines and/or overdue materials over the limit threshold or who have failed to follow the rules and regulations of the library.

Membership Policy

Policy Number:	PS-004
Policy Category:	Public Service
Approved by:	OPL Board
Accountability:	CEO or Designate
Approval Date:	October 22, 2020
Effective date:	October 23, 2020
Next Review Date:	
Supersedes:	Library Cards Policy approved May 29, 2014

Purpose:

The purpose of this policy is to facilitate and maximize access to collections, services and programs for all customers in a fair and consistent manner and to ensure stewardship of assets.

Scope:

The policy applies to all users of Oakville Public Library. It covers the criteria used to determine eligibility for a library card, the types of memberships available, membership privileges and terms of use associated with the use of a card.

Policy Statement:

A library card is not required to enter the library or use most resources within the library. A library card is required to access many library services including, but not limited to, borrowing materials, using digital collections and resources.

Eligibility and types of library cards:

Full privileges cards:

A library card is free for individuals who are residents of Oakville, work in Oakville, pay taxes to the Town of Oakville or are students attending an educational institution in Oakville. The identification required to register for a library card is outlined in the *Acceptable Forms of Identification Chart*. The Library will not copy and retain any of the identification presented.

A child up to and including the age of 12 can obtain a card with a parent's / legal guardian's consent and proof of identity.

Teen cards are issued to individuals ages 13 to 17 with some limitations such as Wi-Fi hotspots and A/V materials rated 18+.

Limited privileges cards:

Individuals that have limited identification can obtain an Easy Access card with limited borrowing privileges for physical materials but full access to digital collections.

Reciprocal membership cards:

Members of Burlington, Milton and Halton Hills Libraries who present a valid library card from their home library with acceptable identification may register, at no charge, as Halton reciprocal members for a card with restricted privileges. Examples of restrictions are digital collections, Wi-Fi hotspots and interlibrary loans.

Non-resident membership cards:

Non-residents can purchase a full privileges annual library membership. Those who qualify for a reciprocal membership card, but want to have access to OPL's digital collections may wish to pay the annual fee for the non-resident card.

Signing the library card implies the card holder's acceptance of and adherence to the rules and regulations of the Oakville Public Library.

Library card holders are responsible for the materials they have borrowed, for promptly reporting the loss or theft of the library card and for reporting changes in their contact information to the library. Returning items on time enables others to enjoy the library's collection. Fines may be charged for lost or damaged materials or other reason as outlined in the [Loans, Limits and Fees Chart](#).

Library cards are subject to renewal based on type of membership.

A library membership can be suspended for customers who have fines and/or overdue materials over the limit threshold or who have failed to follow the rules and regulations of the library.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: Mandatory Learning Policy – October 17, 2024

RECOMMENDATION:

That the Mandatory Learning Policy be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The Mandatory Learning Policy was previously approved on January 24, 2019 (Appendix B).
- The Mandatory Learning Policy has been updated with edits for clarification on the definition of mandatory learning and requirements for completion (Appendix A).

BACKGROUND:

OPL introduced a Mandatory Learning Policy in January 2019 as there was not a specific policy to address mandatory learning requirements and expectations. OPL refers to mandatory training requirements under other policies and procedures, such as Occupational Health, Safety, and Workplace Violence Policy and Accessibility Policy, but it was deemed that a separate policy addressing the requirements and expectations of mandatory learning was warranted.

COMMENT/OPTIONS:

The Mandatory Learning Policy was updated to align with OPL's revision of its onboarding program for new hires. Edits were made to provide clarity the definition of mandatory learning and the expectations for completion. All edits have been indicated in Appendix A with track changes.

APPENDICES:

- Appendix A – Mandatory Learning Policy (2024)
- Appendix B – Mandatory Learning Policy (2019)

Prepared by:
Tricia Agnew, Manager, Human Resources

Submitted by:
Tara Wong, CEO



Mandatory Learning

Policy Number:	HR-004B
Policy Category:	Human Resources
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	January 24, 2019
Effective date:	
Next Review Date:	January 2022

PURPOSE STATEMENT:

Oakville Public Library (OPL) is committed to the provision of mandatory learning to deliver high quality customer service in a safe and supportive environment and to provide guidelines to ensure all staff maintain the requisite skills and knowledge to promote workplace health & safety and accessibility in compliance with ~~the law.~~legislation.

SCOPE:

This policy applies to all Library employees including but not limited to full-time, part-time, casual, students, temporary and interns.

POLICY STATEMENT:

Completion of mandatory learning is a shared accountability where each employee is responsible for completing the required learning with support from their designated ~~supervisor~~leader.

Mandatory learning includes but not limited to:

- Legislative training such as WHMIS, Health and Safety Awareness Training (for Workers and Supervisors), Respectful Conduct, Workplace Violence and Harassment, and Accessibility (AODA)
- Job-specific training appropriate to role and responsibilities.

All new employees will complete the mandatory learning ~~either by end of orientation period, or within three months of hire.~~within the identified orientation period.

Employees will be required to complete mandatory learning on an annual basis and/or as required by legislation or by OPL’s policy and procedures. Employees will be notified of mandatory learning expectations and requirement to participate.

Employees returning from a leave of absence of one year or longer will complete the mandatory learning within three months of return to work and on an annual basis thereafter, as required.

All re-hires, ~~who have been terminated for a period of one year or longer and return to work,~~ will complete the mandatory learning within ~~three months of re-hire~~ identified orientation period and on an annual basis thereafter, as required.

Employees will be compensated for time spent completing mandatory learning.

RESPONSIBILITIES

Employees must complete and attend all mandatory learning as determined by OPL.

~~Managers and Supervisors~~ Leaders are responsible to implement this policy and ensure employee compliance of training.

Mandatory Learning

Policy Number:	HR-004B
Policy Category:	Human Resources
Approved by:	OPL Board
Accountability:	Chief Executive Officer
Approval Date:	January 24, 2019
Effective date:	January 24, 2019
Next Review Date:	January 2022

PURPOSE STATEMENT:

Oakville Public Library is committed to the provision of mandatory learning to deliver high quality customer service in a safe and supportive environment and to provide guidelines to ensure all staff maintain the requisite skills and knowledge to promote workplace health & safety and accessibility in compliance with the law.

SCOPE:

This policy applies to all Library employees including but not limited to full-time, part-time, casual, students, temporary and interns.

POLICY STATEMENT:

Completion of mandatory learning is a shared accountability where each employee is responsible for completing the required learning with support from their designated supervisor. All new employees will complete the mandatory learning either by end of orientation period, or within three months of hire.

Employees returning from a leave of absence of one year or longer will complete the mandatory learning within three months of return to work and on an annual basis thereafter.

All re-hires, who have been terminated for a period of one year or longer and return to work, will complete the mandatory learning within three months of re-hire and on an annual basis thereafter, as required.

Managers and Supervisors are responsible to implement this policy and ensure employee compliance of training.

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: 2024 Board Evaluation – October 17, 2024

RECOMMENDATION:

That the 2024 Board evaluation survey be received for feedback.

KEY FACTS:

The following are key points for consideration with respect to this report:

- An updated board evaluation process was approved in 2023.
- An evaluation survey (Appendix A) will be sent to the board following the October 17th board meeting (pending any changes).
- A summary of the results will be brought to the November board meeting for discussion.
- Feedback would also be sought from appropriate Library and Town staff. The Commissioner of Community Services would gather feedback and deliver it to the board in November.

BACKGROUND:

The Board Evaluation Policy states:

1. The chair is responsible for managing the process of the evaluation.
2. The evaluation will be done by discussing and verbally evaluating performance, referring to the board's annual work in the areas of:
 - a. policy development
 - b. planning
 - c. advocacy
 - d. relationship with the Chief Executive Officer
 - e. finance
 - f. board conduct and practice

Any identified issues by the board would be reviewed by the board chair and options to address would be brought to the next board meeting.

Feedback would be sought in advance from appropriate Library and Town staff. The Commissioner of Community Services would gather feedback and deliver it to the board in advance of the evaluation process.

The board will assess its effectiveness as an agenda item for the annual November board meeting. During the evaluation discussion, if a majority of the board feel an area of its work needs substantial improvement, this will be further discussed at a board meeting early in the following calendar year, and addressed through action plans with timelines, if necessary.

COMMENT/OPTIONS:

For 2024, a board evaluation survey has been drafted to provide board members the opportunity to rate the board overall effectiveness in the areas identified within the policy. The purpose of the survey to provide the board a starting point for discussion at the November 21 board meeting.

Pending any changes at the October board meeting, the survey will be sent out to the board with the results coming to the November meeting. Simultaneously, the Commissioner of Community Services will gather feedback from appropriate Town and Library staff and deliver it to the board as part of the November report.

APPENDICES:

Appendix A – Board Evaluation Survey

Prepared and submitted by:
Tara Wong, CEO

Library Board Self-Evaluation Survey

1. How effective is the board in developing and reviewing policies that align with the library's mission and ensure organizational success?

- Very Effective
- Somewhat Effective
- Not Effective

Comments:

2. How well does the board contribute to long-term planning and goal-setting for the library's future growth and sustainability?

- Effective
- Needs Improvement
- Not Effective

Comments:

3. How effective is the board in advocating for the library's mission, both within the community and with external stakeholders?

- Very Effective
- Somewhat Effective
- Not Effective

Comments:

4. How would you rate the board's working relationship with the Chief Executive Officer, including communication, support, and clarity of roles?

- Good
- Fair
- Poor

Comments:

5. How effectively does the board oversee the financial health of the library, including budget approval, financial reporting, and risk management?

- Very Effective
- Somewhat Effective
- Not Effective

Comments:

6. How would you rate the board's conduct and adherence to best practices, including meeting attendance, participation, and ethical behavior?

- Good
- Fair
- Poor

Comments:

7. In what areas could the board improve to better serve the library's mission, vision and values?

Open-ended

REPORT

Oakville Public Library Board

Meeting Date: October 17, 2024

FROM: Oakville Public Library

DATE: October 8, 2024

SUBJECT: CEO Update – October 17, 2024

RECOMMENDATION:

That CEO Update report be received for information.

KEY FACTS:

The following are key points for consideration with respect to this report:

- October is Public Library Month with Canadian Library Worker Day is October 18th.
- Canadian Urban Library Council and Urban Library Council meetings take place the week of October 23rd.
- Monica Socol, Manager Technology and Projects has been appointed interim Director, Innovation and Integration while OPL undergoes the recruitment process.

BACKGROUND:

N/A

COMMENT/OPTIONS:

Public Library Month

October is **Canadian Library Month!** During the month, libraries and library partners across Canada raise awareness of libraries' valuable role in the lives of people in Canada.

For 2024, Ontario Public Library Week will take place from October 20 to October 26, and the theme is "Libraries For Life." Throughout the week, we will run a digital campaign that highlights stories, services and the hidden gems of OPL.

Canadian Library Workers Day (October 18th) is a day for Canadians to recognize the valuable contributions made by all those who work in and for the public, academic, school, government, academic, corporate and private libraries that are integral to our communities.

From Oakville to Paris: Special Talk with Olympian Maya Meschkuleit

OPL kicks off Ontario Public Library Week with a special visit from local Olympian and Canadian silver medalist, Maya Meschkuleit!

Maya will share about her recent Olympic experience in Paris, display her silver medal, and reflect on how her time at OPL helped shape her path to success.

Maya, a native of Oakville, recently represented Canada in rowing at the Paris 2024 Olympics. She spent many of her childhood days at OPL and now she's returning to her roots to share her incredible journey and highlight how libraries are not just places for books - they are lifelong spaces that nurture creativity, learning, and aspirations.

Date & Time: Oct 20th - 2pm

Location: 3rd floor Central Library (Rotunda)

New Central Project – Public Consultation

Public Consultation for the New Central Project runs through October 18. Information gathered during the events will be used to help inform the design/program of the project:

Public Engagement:

- September 11 – Launch of Public Survey (950 as of October 7)
- October 2 – Public Open House @ Central 5-8pm (56 attendees)

Targeted Engagement:

- Community Organization - focus group sessions (October 11/18)
- Teens – focus group with OPL's Youth Library Leader groups (October 16)
- Children/Families – OPL is incorporating consultation into 6 different programs for School Age children in Sept/Oct across the system
- Donors – hosting a private donor/prospective donor event (22 attendees)
- Indigenous consultation – small group sessions
- Sessions with Town of Oakville Council members
- All Staff workshop as part of the upcoming Staff Development Day on September 20th.

A report highlighting key learnings from the public consultation is expected to come to the board to the November 21st meeting.

Representatives from OPL, Town of Oakville and Perkins&Will be visiting the Calgary Public Library's Central Branch in early November.

Canadian Urban Library Council (CULC) and Urban Library Council (ULC)

The Fall CULC meetings are scheduled for October 21-22 in Burlington. Tara Wong, CEO will be attending along with the Urban Library Council Leadership Forum (Philadelphia) running from October 23-25.

The 2024 ULC Annual Leadership Forum will center around the pivotal theme of "**Trust, Transformation and Tomorrow**," addressing the crucial aspects of organizational change and growth for urban public libraries. Key sessions include:

- Building Blocks for a Strong and Diverse Executive Team
- Creating a Culture of Trust from Internal to External
- Transforming Libraries: Embracing Change in a Dynamic World
- Shaping Tomorrow: Advocacy for the Future of Libraries

Interim Director, Innovation and Integration

Monica Socol has been appointed interim Director, Innovation and Integration while OPL undergoes the recruitment process for a permanent replacement for Joe Moncada.

Monica has been a valuable part of the OPL team for the past five years, in the role of Manager, Technology and Projects. With her extensive experience in leadership, technology, and project management, Monica is a great fit to support the Innovation and Integration team through this transition period while the search for a permanent Director is completed

Prepared and submitted by:
Tara Wong, CEO