

Brockville Public Library

Policy Type: Operational

Policy Number: **12**

Policy Title: Facility Policy:
Table of Contents

Approval Date: March 24, 2014
May 29, 2017
April 23, 2018

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Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 1**

Policy Title: Code of Conduct | Respect for
Others | Responsibility for Actions

Approval Date: March 24, 2014
May 29, 2017
October 22, 2018

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Code of Conduct | Respect for Others | Responsibility for Actions

General Policy

Everyone is welcome at the Brockville Public Library (BPL).

The Library is dedicated to providing an accessible, inclusive, comfortable and welcoming place for everyone to meet and interact. Library employees make every effort to apply these guidelines in a fair, dignified and respectful manner.

We ask for your cooperation in maintaining a welcoming environment for everyone to enjoy while using BPL facilities, collections and services.

As our customer, you can expect BPL to:

- deliver equitable access to information and services tailored to meet your needs.
- offer dynamic service by informed employees who take ownership of every customer interaction.
- acknowledge and respond to your feedback.
- have fair practices and procedures while ensuring accountability to the community.
- provide welcoming and safe spaces for you to enjoy.

We are confident that you will work with us to ensure that all Library customers share an outstanding experience. As a customer of BPL you will:

1. respect the rights of all Library customers to share a common space.
2. ensure the care, safety and behaviour of your children (see Children in the Library 12-8).
3. be courteous and respectful to others.
4. follow Library practices and procedures.

5. treat Library materials and resources with care.

Guidelines

1. These are the conduct expectations for ensuring the comfort and safety of everyone:
 - Please use respectful language and respect the rights of others to work and enjoy the Library. Abusive, coarse, violent, or harassing language or behaviour towards fellow Library customers or employees will not be tolerated.
 - Minimize distracting noises.
 - Use Library materials, computers, equipment and furniture with respect and care and only for their usual and intended purposes. Interfering with the designated use of computers and networks is not permitted. (See Information Services Policy 16: Internet Policy 16-18).
 - Supervise your children or other individuals in your care. Children under the age of 10 years are not to be left unattended in the Library. (See Facility 12 - 7).
 - Visiting the Library with your guide and/or service animal is welcome. Service animals should wear their vests for identification. (See Accessibility Policy). Other animals and pets are not permitted. Exceptions may be made for special programs and events with pre-authorization by the CEO.
 - Protect your personal items as the Library is not responsible for their loss.
 - Stealing and/or vandalizing Library property will be subject to prosecution.
 - Use authorized entrances and exits only and respectfully keep clear of any areas designated as "Employees Only."
 - Complying with *Canadian Copyright*, licensing agreements and other intellectual property rights is legally required.
 - Obtaining written permission before posting materials, taking photographs, filming or recording is required.
 - Canvassing, soliciting, selling items, or distributing unauthorized material is not permitted in the Library.
 - Wear appropriate attire, including shirts and footwear, while in the Library.
 - The Library is a scent-free environment. Also, interfering with customers' use of the Library through lack of personal hygiene is not acceptable.
 - Bathing, shampooing and/or doing laundry in the Library washrooms is not tolerated.
 - Enjoy food in containers and covered drinks in designated areas of the Library.
 - Smoking, drinking alcohol or using illegal drugs are not permitted in or around the Library premises. If smoking outside, please remain 9 metres away from the Library entrances and exits.
 - Using cell phones is permitted. Please set cell phones to vibrate or mute. Use the Buell Street lobby for telephone conversations.
 - Use your sports equipment off-site and away from the Library interior or exterior premises.
 - Permit inspection of personal bags by Library employees when leaving the Library.

- Please report infractions to the above guidelines to a BPL employee immediately.
- 2. Anyone who violates BPL policies and refuses to modify disruptive behaviour on Library premises will be asked to leave. Anyone who shows disrespect to other Library customers or employees on the phone – or through any other means of communication – may have their Library access and privileges suspended.
- 3. Library employees will contact police in the event of any threat or perceived threat to anyone.
- 4. Disregard of this Code of Conduct may result in suspension of Library privileges, exclusion from the Library, cost-recovery damages and/or prosecution as per the *Criminal Code of Canada*, the *Public Libraries Act*, the *Occupational Health and Safety Act*, the *Child and Family Safety Act*, the *Trespass to Property Act*, the *Smoke-free Ontario Act* and/or the *Public Works Protection Act*.
- 5. Appeals of decisions under the above rules may be made in writing to the Chief Executive Officer.
- 6. A person issued with a trespass notice may appeal the notice by submitting a written request to appear before the Board. (Facility Policy 12 – 12)

Board Motion Number: 011-2014	Date: March 24, 2014
014-2017	May 29, 2017
030-2018	October 22, 2018

Signature of Chair _____

*Sources: Niagara Falls Public Library
Markham Public Library
Southern Ontario Library Service*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 2**

Policy Title: Facility:
Public Access Hours

Approval Date: May 26, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Public Access Hours

General Policy

The Library Board will structure public access hours which balance community needs and financial responsibilities. The Library's public access hours support the Library's mission to be "A welcoming, resourceful environment open for everyone to explore, learn, create and share."

Guidelines

1. The current hours that the Library is open to the public will be communicated on the BPL website, on our phone service and in-library at the entrances and exits.
2. The hours of operation will be reviewed periodically to assess and reflect community needs.
3. The Library may be required to close for special maintenance or other operational needs. Such closing will be posted on the Library website, social media and in-library with as much notice as timelines allow.
4. Emergency closing due to weather or other unforeseen events will be posted on the Library doors and on the Library website, if possible. All unscheduled closings will be made with vigilance for the safety and well-being of customers and staff. Closing due to weather and other emergencies will be at the discretion of the CEO. See Facility 12 – 9.
5. See Appendix A for the Brockville Public Library's Public Access Hours, Location, Parking and Book Drop.

Board Motion Number: 015 - 2014
014-2017
012 – 2018

Date: May 26, 2014
May 29, 2017
April 23, 2018

Signature of Chair _____

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 2**

Policy Title: Facility:
Public Access Hours
Appendix A

Approval Date: May 26, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

APPENDIX A: Public Access Hours | Location | Parking | Book Drop

Regular Hours

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday*
9AM-1PM	9AM-8PM	9AM-8PM	9AM-8PM	9AM-5PM	9AM-5PM	1PM-5PM

* Closed Sundays of long weekends

Location and Mailing Address:

Brockville Public Library, 23 Buell St., Box 100, Brockville, Ontario, K6V 5T7
Phone: 613.342.3936 | Fax: 613.342.9598 | info@brockvillelibrary.ca

Parking:

There is free, pay-per-use and accessible parking nearby the Library. For City parking fees see <http://www.brockville.com/UploadedFiles/020-2016.pdf>

Book Drop: There is an accessible book drop available 24/7 in the carport on George Street.

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 3**

Policy Title: Facility:
Community Rooms

Approval Date: May 26, 2014
May 29, 2017
April 23, 2018

Review Date: May 2021

General Policy

Community rooms in the Library bring together the resources of the Library and the activities of the community for educational, cultural, civic, recreational and charitable purposes. The Library provides inclusive and equitable community spaces. Provision of these spaces furthers the Library's vision to be "a vibrant community catalyst for culture, discovery and connections".

Brockville Public Library does not endorse the policies and beliefs of groups or individuals that use Library spaces.

Library meetings and programs are the first priority for the use of Library spaces. When not in use for Library functions, the Library welcomes reservations by other individuals and groups.

The Library reserves the right to attend any meeting held in the Library facility.

For the purposes of this policy, non-profit individuals, organizations and other community groups are defined as per *cra-arc.on.gc*: "A non-profit organization (NPO) is a club, society, or association that is organized and operated solely for: social welfare, civic improvement, pleasure or recreation and any other purpose except profit."

For the purposes of this policy, for-profit individuals and businesses will be defined as those whose goal is to make a profit by selling goods and services for the benefit and payment of owners or shareholders.

Guidelines:

1. The Brockville Public Library:
 - a. Will observe federal, provincial and municipal legislative requirements when authorizing reservations and will not knowingly permit rentals that contravene legislation.
 - b. Reserves the right to accept, refuse or cancel a reservation at its discretion.
 - c. Will periodically review the meeting room policy and regulations and reserves the right to amend them at any time.
 - d. Authorizes the CEO to waive regulations under appropriate circumstances.

2. The Chief Executive Officer (CEO) authorizes the use of the rooms. Considerations not addressed by this policy will be referred to the CEO.
3. Designated Library staff will be responsible for the administration of the community room policy and maintain a reservation schedule.
4. Room reservation requests will be guided by the following:
 - a. Applications are considered on a first-come, first-served basis.
 - b. Two (2) of the community rooms may be rented by community and groups, non-profit and charitable agencies/organizations, and for-profit individuals and businesses. The Library reserves the right to request proof of non-profit and for-profit status.
 - c. The rooms are primarily intended to be used for meetings, seminars and workshops. The room may be considered for small celebrations such as showers and anniversaries with the pre-approval of the CEO.
 - d. Meetings/events/programs that are not suitable for the Library's physical facilities will not be approved. For example, meetings that would interfere with the proper functions of the Library by causing excessive noise, safety hazards and security risks.
 - e. Room occupancy limits will not be exceeded. See Appendix B: Meeting Rooms
 - f. The Room Code of Use | Respect for Shared Space | Responsibility for Use document is posted in the meeting spaces. See Appendix D. Each renter will sign a copy at the time of reservation confirmation. Note that the Library's Code of Conduct | Respect for Others | Responsibility for Actions policy also applies to everyone using the meeting spaces. See Facility 12 – 1.
 - g. Brockville Public Library is not responsible for liability claims arising from the use of the facility, including lost or stolen articles.
5. All required information will be completed on the Room Rental Agreement & Invoice Form. See Appendix C. Payment of the rental fee will be made no later than 5 business days before the event in order to secure the booking. Unpaid reservations will be cancelled by the Library. Payment may be made by cash, cheque, credit or debit. NSF charges will be applied to returned cheques.
6. The Room Rental Agreement & Invoice form must be signed by an adult (individual or representative of an organization) who is nineteen (19) years of age or older. This individual is responsible for the facility reservation and the actions of the attendees. The person signing the form is legally and financially responsible for any loss or damage of property, including damage to the facility and excessive clean-up costs.

7. In the case of groups, the official name of the organization will appear on the Room Rental Agreement & Invoice form.
8. A primary contact must be named on the Agreement form and must be present during the entire meeting. The clearance of the room under conditions of fire or other emergencies is the responsibility of the primary contact.
9. Reservations may not be transferred or assigned to another individual or group.
10. Changes to a reservation must be requested at least forty-eight (48) business hours in advance of the rental time. Cancellations within forty-eight (48) business hours prior to the scheduled rental time will result in forfeiture of the room rental fee.
11. The Library reserves the right to cancel any reservation due to unforeseen circumstances or to relocate a scheduled rental if circumstances warrant. In the event of a Library building or weather-related emergency (See Facility 12 – 9) the Library will cancel a reservation.
12. Presentation equipment may also be rented from the Library in conjunction with a room rental for an additional fee. See Appendix E: Equipment Rental Agreement & Invoice.
13. Fees for the rental rooms are waived for Library collaborative and Library co-partnered events, meetings and programs. City of Brockville departments and administration may use the meeting spaces free- of-charge but are subject to the first come, first serve guideline.
14. Organizations that the Library is engaged with at community tables, events and projects may occasionally rent Library space without a fee. Their event/meeting must be open to the general public. Fee-exempt organizations are still required to reserve the room and complete the Room Rental Agreement & Invoice form.
15. Rentals must be scheduled within the Library's hours of operation to the public and must finish fifteen (15) minutes before Library closing. Renters must allow for set-up and take-down within the paid reservation time slot. Extra costs will be invoiced to renters that remain past their reserved time and/or delay the closing of the Library.
16. Earlier meeting start times and later meeting departure times before and after public hours may be considered with pre-approval by the CEO. There is a fee for accessing the rooms beyond regular public hours. See Appendix B. Such requests must be received five (5) business days in advance of the reservation.
17. Renters are responsible for room set-up and cleanup and should request a review of

the room condition with a Library employee prior to leaving the Library. Prior to the meeting, the renter must check in at the customer service desk and the room will be inspected by the renter and a Library employee to assess the “as rented” condition. Problems or damage will be noted on the Room Rental Agreement & Invoice form, and initialed by both parties.

18. Exit doors must be kept free from obstruction.
19. Use of materials or decorations on the walls requires prior approval.
20. Non-alcoholic refreshments and food may be served in the meeting rooms.
21. Storage space for individuals/organizations between multiple reservations is not available.
22. Youth under the age of eighteen must be under the direct and constant supervision of the adult who has signed the agreement form or the named primary contact. At the discretion of the CEO, groups composed of ages eleven (11) and under may be required to be supervised by one adult for each ten children at all times while using the room. Groups composed of ages twelve (12) through seventeen (17) may be required to be supervised by two (2) adults for each fifteen youth at all times while using the room.
23. Renters may charge admission to their events. Renters are responsible for registration, ticket sales and monitoring admission. Registration and admission tables will be located inside the rented space.
24. Selling of goods and services must be pre-approved by the CEO.
25. Unlicensed lottery or raffle activities are not permitted in the Library facility.
26. Movies shown at BPL must have the appropriate public performance rights for screening. Obtaining the license and all applicable fees are the responsibility of the renter. Proof of public performance rights and a site license will be provided to BPL prior to screening a movie.
27. The Library will display publicity and signs provided by the renting individual/organization. The publicity must not give the impression that the Library sponsors the event. All signs must be professional, located at the discretion of the Library, and will be removed immediately after the meeting.
28. When not in-use for Library or affiliated programs or reserved, the meeting rooms may be made available to the public for general use.

29. Appeals around the meeting room policy will be considered. An individual/organization wishing to file an appeal will make a written submission to the CEO who will respond in writing. If the response is deemed as written request, a written submission for consideration may also be addressed to the Library Board. The Library Board will review the request and notify the organization or individual of their decision in writing. The Board's decision is final.

Board Motion Number 015 - 2014
014-2017
012 – 2018

Date: May 26, 2014
May 29, 2017
April 23, 2018

Signature of Chair _____

*Sources: Cornwall Public Library 2009
Markham Public Library
North Grenville Public Library 2013
Richmond Hill Public Library 2010*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 3**

Policy Title: Facility :
Community Rooms
Appendix B

Approval Date: May 26, 2014
May 29, 2017
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APPENDIX B: MEETING ROOMS

The following rooms are available for public use. Attendance is defined by the room size combined with seating requirements and arrangement. Occupancy may not exceed the maximum number of people certified by the Brockville Fire Department.

Accessible washrooms are available on both floors of the Library.

Free wireless internet is available throughout the Library.

Mobile printing is an option.

Coffee is available in the Library for guests to purchase for a nominal fee.

Facility use fees for before and after public access hours are \$50 per hour and a minimum of \$25.

ROOMS FOR RENTAL FEES	# of Tables and Chairs	Kitchen	Fire Code Occupancy	Our Recommendations for Comfort and Accessibility
BUELL STREET ROOM Lower Level	6 long tables 40 chairs 4 card tables 16 card table chairs	Yes	Tables & Chairs = 89 people Chairs Only = 113 people Standing = 212 people	Tables & Chairs = 60 people Chairs Only = 90 people Standing = 120 people
GEORGE STREET ROOM Upper Level	1 conference table 12 chairs	No	Table & Chairs = 20 people Chairs = 25 people Standing = 48 people	Tables & Chairs = 12 people Chairs = 16 people Standing = 20 people

APPENDIX B: COMMUNITY ROOMS continued...

	ROOM RENTAL FEES	Not-for Profit	For-Profit
BUELL STREET ROOM Lower Level	Hourly fee	\$20	\$40
	Minimum fee per booking (2 hours)	\$40	\$80
	Maximum fee per day	\$100	\$200
GEORGE STREET ROOM Upper Level	Hourly fee	\$10	\$20
	Maximum fee per day	\$50	\$100

Research Room for Reservation	# of Tables and Chairs	Our Recommendations for Comfort and Accessibility	Fee
RESEARCH ROOM Upper Level Individuals	1 accessible computer station 1 microfilm scanning station	4 people	No charge but must be reserved in advance Maximum booking 2 hours (exceptions made for exams)

Other Community Rooms	# of Tables and Chairs	Our Recommendations for Comfort and Accessibility	Fee
QUIET STUDY ROOM Upper Level Individuals & small community groups	1 medium table 4 – 6 chairs	Table & Chairs = 6 people	No charge, available as public quiet study room when not in-use for Library programs. ROOM NOT AVAILABLE FOR PRIVATE BOOKINGS BY PUBLIC
VIRTUAL REALITY (VR) & TECHNOLOGY ROOM	1 computer station 1 desk 2 – 6 chairs	6 people. PLEASE KEEP CENTRE OF ROOM CLEAR FROM OBSTRUCTION WHEN USING VR	No charge, available to the public for 30-minute bookings. Max. 1 hour per day (exams exempt)

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 3**

Policy Title: Facility :
Community Rooms
Appendix C

Approval Date: May 26, 2014

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Room Rental Form

Please visit www.brockvillelibrary.ca for meeting room descriptions and rates.

Buell St. Room: George St. Room:

Date Required: _____ Time Required: _____

Estimated attendance: _____

Insurance Certificate naming Brockville Library (\$5M)?
Yes: No: (if no, insurance fee applies)

Furnishings required? Tables: _____ Chairs: _____
(please write quantities)

Equipment needed? Yes: No:
If required, please complete an Equipment Rental form.

Equipment staff assistance required Yes: No:

Room Set-up and clean-up is the renter's responsibility.

Please check-in at the customer service desk when you arrive.



**Brockville
Public Library**

PO Box 100, 23 Buell St,
Brockville ON K6V 5T7

613.342.3936 613.342.6096 (fax)
margie@brockvillelibrary.ca
www.brockvillelibrary.ca

Hours of Access : Meeting Rooms	
Monday	9 am to 12:45 pm
Tuesday, Wednesday, & Thursday	9 am to 7:45 pm
Friday	9 am to 4:45 pm
Saturday	10 am to 4:45 pm
Sunday	1 pm to 4:45 pm

Renter Contact Information

Name of Organization : _____

Contact Name : _____

Position: _____

Mailing/ Business Address: _____

Phone: _____ Fax: _____

Email: _____

Invoice Total

Cash | Cheques | Debit | Credit
Please make cheques payable to
Brockville Public Library.

Room fee

Equipment fee

Staffing fee

Other

TOTAL

I, the authorized renter, have read and initialed the **Room Code of Use | Respect for Community Space | Responsibility for Use** (on reverse) and agree to comply with all requirements of this agreement:

Signature: _____

Date: _____

Library Administration

Date paid : _____

Receipt # : _____

Signature : _____

please see the other side...

APPENDIX D: to be used on the reverse side of the Room Rental Agreement & Invoice

Brockville Public Library Facility Policy 12-2

1. The Library retains the right to monitor all events conducted on Library premises to ensure compliance with Library policy. The full Facility Policy: Meeting Rooms 12 – 2 applies to all room use.
2. Note that the Library’s Code of Conduct | Respect for Others | Responsibility for Actions policy also applies to everyone using the meeting spaces. See Facility 12 – 1.
3. Brockville Public Library does not endorse the policies and beliefs of groups or individuals that use Library spaces.
4. All required information will be completed on the Room Rental Form. **Payment of the rental fee will be made no later than 5 business days before the event in order to secure the booking.** Unpaid reservations will be cancelled by the Library. Payment may be made by cash, cheque, debit or credit. NSF charges will be applied to returned cheques.
5. The Room Rental Form must be signed by an adult (individual or representative of an organization) who is 19 years of age or older. The person signing the form is legally and financially responsible for any loss or damage of property, including damage to the facility and excessive clean-up costs.
6. A primary contact must be named on the Agreement form and must be present during the entire meeting.
7. Reservations may not be transferred/assigned to another individual or group.
8. Changes to a reservation must be requested at least 48 business hours in advance of the rental time. Cancellations within 48 business hours prior to the scheduled rental time will result in forfeiture of the room rental fee.
9. The Library reserves the right to cancel any reservation due to unforeseen circumstances or to relocate a scheduled rental. In the event of a Library building or weather-related emergency the Library will cancel a reservation. See Facility 12 – 9.
10. Meetings/events/programs that are not suitable for the Library’s physical facilities will not be approved.
11. Room capacity limits will be honored.
12. Exit doors will be kept free from obstruction.
13. Set-up and cleanup is the responsibility of the renter. Time needed for this must be included within the paid reservation time slot.
14. Anyone who does not leave the Library promptly at the end of the reserved time and/or at closing will be charged per hour or a minimum fee past the booked time.
15. Library approval will be obtained before hanging items or decorations on the wall.
16. Storage space between repeat bookings is not available.
17. Non-alcoholic refreshments and food may be served in the meeting rooms.
18. The kitchen area must be left in a clean and orderly condition. Excessive garbage removal will result in an additional fee.
19. Smoking is not permitted in the Library. People smoking outside must remain 9 metres away from the Library entrances and exits.
20. Candles, incense, open flame and other hazardous materials are prohibited.
21. Room attendees may not leave children under 10 years of age unattended in the Library. Facility Policy 12 – 7.
22. Minors under the age of 18 must be under the direct and constant supervision of the primary contact and/or the individual signing the rental agreement.
23. Selling of goods and services as part of the event must be pre-approved by the CEO.
24. Soliciting library customers outside of the designated room is prohibited.
25. Promotional material for non-library events must include a contact person and telephone number other than the Library.
26. In accordance with the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code, any member of the public who wishes to attend a public event must be allowed to do so.
27. Groups must comply with the Accessibility for Ontarians with Disabilities Act and are responsible for providing qualified interpreters and/or auxiliary aids, upon request, for their programs.
28. The lessee shall indemnify and save harmless the Lessor from and against all claims, demands, loss, costs, damages, actions, suits and/or other proceedings by whomever may sustain, brought or prosecuted in any manner, based upon occasioned by, or attributable to, whether willful or otherwise for any injury or damage arising or resulting from any act or omission of the Lessee, its servants or agents in using or occupying the said premises.

Initials of authorized renter : _____

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 3**

Policy Title: Facility :
Community Rooms
Appendix E

Approval Date: May 26, 2014
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APPENDIX E: EQUIPMENT RENTAL AGREEMENT & INVOICE FOR IN-HOUSE USE

Library employees will provide fifteen (15) minutes of free instruction for the use of equipment but will not remain through the meeting to operate it. Technical assistance required beyond 15 minutes is subject to a fee. Please see below. Arrangement for instruction should be made at the time of the room reservation or a minimum of forty-eight (48) business hours prior to the meeting.

The Equipment Rental Agreement & Invoice must be signed by an adult (individual or representative of an organization) who is nineteen (19) years of age or older. The person signing the form is legally and financially responsible for any loss of or damage to the equipment.

Please print:

Today's Date: _____ Rental Date: _____

Name: _____

Address: _____

Identification (Library Card # or D/L) : _____

Telephone: _____ e-mail: _____

Signature (19 years of age or older): _____

Check if needed	Equipment	Fee per booking
	LED Projector	\$10
	Laptop	\$10
	Wii Gaming System (includes sound system)	\$40
	Screen (may be used off-site)	\$5
	Easel & White Board (flipchart paper not available)	N/C
	Staff technical assistance	\$25 each 30 minutes

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 4**

Policy Title: Facility:
**The Quiet Study, Research, and
Virtual Reality (VR) & Technology
Rooms**

Approval Date: May 26, 2014
May 29, 2017
April 23, 2018

Review Date: May 2021

The Quiet Study, Research, and Virtual Reality (VR) & Technology Rooms

1. Library meetings and programs are the first priority for the use of these rooms.
2. The research room may be reserved by individuals requiring the microfilm or accessible work stations.
3. The VR & technology room may be reserved by individuals wishing to use the VR, technology or for exam bookings.
4. Both rooms must be reserved in advance by contacting the Library.
5. The quiet study room is not available for reservation by individuals.

See *Facility: Community Rooms 12 -3 Appendix B* for room descriptions, capacity and reservation time limits.

Board Motion Number 015 - 2014
014-2017
012-2018

Date: May 26, 2014
May 29, 2017
April 23, 2018

Signature of Chair _____

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 5**

Policy Title: Facility
Tours and Events

Approval Date: June 23, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Tours and Events

General Policy

The Brockville Public Library Board and staff foster a 'Doors Open' philosophy and welcome school groups, community organizations and the general public to enjoy the facility and services.

Guidelines

1. The Library Board authorizes the CEO to encourage the use of the Library facilities for events and tours. This service is free of charge if scheduled during open business hours.
2. The Library may be used during non-business hours with the approval of the CEO. There is a fee for this service based on the cost of staffing specific to the request. Events may be levied an additional flat fee for basic facility use to be negotiated by the CEO at the time of booking.
3. All events and tours must be arranged with the CEO at least 14 business days before the required date.
4. Tours will provide an orientation to the facility, services, resources and programs of the Library and can be customized to the requirements of the group.
5. The Library reserves the right to select the timing of an event/tour based on the number of participants, availability of staff and other factors affecting the regular operation of Library services.
6. All groups must be appropriately supervised. Group chaperones are responsible for the personal belongings of the group during the visit as well as ensuring that the participants respect the Library environment and other people.
7. Library cards may be prepared in advance if required. Please submit membership requests one week prior to the event/tour.

8. Advance notice would be appreciated if large groups are planning to visit the Library, even when a tour is not required.

Board Motion Number: 020-2014
014-2017
012 – 2018

Date: June 23, 2014
May 29, 2017
April 23, 2018

Signature of Chair _____

*Sources: Toronto Public Library
Barrie Public Library
New York Public Library*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 6**

Policy Title: Facility:
Exhibit Space (The Galleries)

Approval Date: June 23, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Exhibit Space (The Galleries)

General Policy

As a cultural community facility in the City of Brockville, Brockville Public library invites artisans to display their creative works.

Guidelines

1. The Library offers free designated exhibit space on walls and in cabinets for displays that is:
 - a. responsive to the diverse interests of the community
 - b. compatible with BPL's vision, mission and values
 - c. appropriate for the Library environment
 - d. in compliance with federal or provincial laws and regulations and municipal by-laws
 - e. not advertisements or solicitations for recruitment, politics, religion or fundraising.
2. Gallery space must be reserved in advance by completing an Exhibition Agreement. See Appendix F. (also available at the Library and on the website).
3. The Library selects the appropriate display space for each artist.
4. The Library reserves the right to approve items prior to the date of display.
5. Designated Library staff are responsible for the set-up and takedown of the displays.
6. Insurance for loss and damage is the responsibility of the exhibitor. Artists are required to sign the Exhibition Agreement. See Appendix F.
7. The Brockville Public Library will post exhibit information on the Library website and through social media. The Library will provide in-library space for the artist's promotional resources. An opening reception may be arranged. Event insurance may be required. All other publicity requirements are the responsibility of the artist.

8. The Library will not be involved in the sale of displayed artwork but requests a donation for sales representing 10% (as a guideline) of the sale price paid to the artist. The artist will receive an official tax receipt for the donation. The artist should include contact information and a price list with their promotional materials.

Board Motion Number: 020-2014	Date: June 23, 2014
014-2017	May 29, 2017
012 – 2018	April 23, 2018

Signature of Chair _____

*Sources: London Public Library
Barrie Public Library
Vancouver Public Library*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 6**

Policy Title: Facility :
Exhibit Space (The Galleries)
Appendix F

Approval Date: May 26, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

EXHIBITION AGREEMENT

THIS AGREEMENT (this “**Agreement**”) made

BETWEEN:

(the “**Artist(s)**”)

AND:

(the “**Library**”)

1. Loan and Exhibition of Artistic Works

- a. The Artists agrees to lend artworks to the Library for the purposes of exhibition and Library agrees to exhibit those artworks, referred to as “**artworks**” and/or “**loaned artwork(s)**”.
- b. The Artists assure that they are the creator and exclusive owner of the artworks - exhibit paintings, drawings, maps, charts, plans, photographs, engravings, sculptures, works of artistic craftsmanship, architectural works, digital files and compilations of artistic works and all Intellectual Property Rights therein.
- c. For group showings, one person must be designated as the contact person and provide a phone number.
- d. An inventory and/or photograph of each loaned artwork may be attached to each copy of this Agreement for reference purposes.
- e. The exhibition of the loaned artworks will be open to the public during the regular business hours the Brockville Public Library is open to the public.

2. Fees

- a. There is no fee charged to artists for exhibitions. The Library requests a donation for sales representing 10% (as a guideline) of the sale price paid to the artist.

- b. A facility fee will be charged and insurance required for receptions taking place during, or, outside of standard Library operating hours according to the Library facility use fee schedule.

3. Insurance and Risk of Loss

- a. The Library is not responsible for any risk of loss or damage to the artworks while they are on exhibit at the Library. The Artist(s) may purchase independent exhibit insurance. Artists will be offered security strips for their artwork.

4. Installation and Removal

- a. Library staff are responsible for the installation and removal of the artworks for the exhibit.
- b. The Artist will supply each loaned artwork to the Library in a condition ready for display.

5. Sale of artwork

- a. The Library does not sell or collect commission on sales of artwork during the exhibition at the Library.
- b. Artists are welcome to include pricing and contact information with their exhibition.

6. Artist's Control, Reproduction, and Intellectual Property

- a. The Artist retains all copyright and all other Intellectual Property Rights in and to the loaned artworks.
- b. The Library may take photographs of the artworks for the purposes of advertising and promoting The Galleries @ Brockville Public Library and/or a specific exhibition.
- c. All photographs of the loaned artworks taken by the Library, and any copies of the photographic works in any form, will be the property of the Library.
- d. The Library will not move the artworks from the Library without the prior written consent of the Artist.

7. Term and Termination

- a. This Agreement may be renewed within one week notice of the expiration date by mutual agreement of the Parties.

b. Either Party may terminate this Agreement by giving one week written notice.

Type and theme of display:

Preferred months for display: The duration of the exhibit is 8-12 weeks, or as prearranged, from the first day of the month to the last day of the month.

Space required: Walls _____ **Large case** _____ **Small Case** _____

Exhibition dates: _____

Artist name: _____

Artist signature: _____

Brockville Public Library designate name: _____

Brockville Public Library designate signature: _____

Date: _____

**Please contact the Library if you have questions or need further assistance
613-342-3936 ext. 6432 or brandy@brockvillelibrary.ca. Thank you!**

Brockville Public Library

Policy Type: Operational

Policy Number: **12 – 7**

Policy Title: Facility:
**Display and Distribution
of Community Information**

Approval Date: June 23, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Display and Distribution of Community Information

General Policy

The Brockville Public Library makes information available on the community activities of non-profit agencies and organizations in order to facilitate access to resources within the community and participate as a partner in promoting community services and events. The Library encourages the display of flyers, brochures and posters regarding events in order that people may become aware of community activities. This policy sets out the types of information suitable for collecting, displaying and distributing promotional materials in the Library.

Guidelines

1. The Library will keep current information as available on the services of non-profit community agencies and organizations. This will include:
 - a. municipal services
 - b. non-profit community groups
 - c. educational institutions
 - d. health and social services agencies
 - e. religious, recreation and cultural institutions
 - f. others as approved by the CEO
2. The Library will provide access to contact information for services and agencies as given on their publications. Other information will be kept confidential and only released with the permission of the agency.
3. Library employees will be knowledgeable about community agencies and organizations and/or locate contact information so as to be capable of referring people appropriately. Customer confidentiality will be respected at all times.
4. The display and distribution of Library resources for programs, events, activities and services is the first priority.

5. The Library will designate other available space to display materials about community activities and events. All materials become the property of the Library. The Library does not return unsolicited material or notify a group if their material is not acceptable for any reason, including lack of space. Only Library employees will place, post and remove all materials in these designated areas.
6. The display of resources does not constitute the Library's endorsement of any group.
7. The Library will not distribute or display the following:
 - a. materials that contravene the Ontario Human Rights Code, federal, provincial or municipal laws and regulations
 - b. materials whose primary focus is partisan or political in nature; political materials may be eligible when it announces meetings/forums for discussion of diverse and inclusive community issues
 - c. faith-based materials whose primary purpose is the promotion of faith; events sponsored by local religious groups may be displayed
 - d. unsuitable formats and oversized display resources
 - e. materials that invite participation in medical research, including trials or testing
 - f. materials advertising and promoting commercial products or services
 - g. personal ads and notices including notices of items for sale or rent
 - h. petitions, contests, surveys, pledge forms (literacy/literary contests permitted)
 - i. fundraising
 - j. multiple copies of the same information
8. For-profit individuals and businesses may add contact information to the Library's newspaper and magazine area with the approval of the CEO.
9. Any challenges or appeals will be resolved by the CEO.

Board Motion Number: 020-2014	Date: June 23, 2014
014-2017	May 29, 2017
012 – 2018	April 23, 2018

Signature of Chair _____

*Sources: Toronto Public Library,
Southern Ontario Public Library Services*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 8**

Policy Title: Facility:
Children in the library

Approval Date: June 23, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Children in the Library

General Policy

The Brockville Public Library is dedicated to providing an accessible, inclusive, comfortable and welcoming environment in which everyone may meet and interact. BPL encourages children to use and enjoy the Library's facilities and services. BPL endorses the policy statement of the OLA concerning "Children's Rights in the Public Library" dated 1998. The safety of children, and especially unattended children, in the Library is of utmost importance.

Guidelines

1. Responsibility for the behaviour and well-being of any child under the age of 18 who uses the Library rests with the parent/caregiver.
2. Employees are not responsible for children in the Library.
3. Children over the age of ten are welcome to visit the Library and use the Library's resources provided that their behaviour is not disruptive to other Library customers and staff. The policy Facility 12 – 1: Code of Conduct | Respect for Others | Responsibility for Actions will apply to children over the age of ten.
4. In all areas of the Library, children 10 years of age and under must be in the immediate vicinity of a parent/caregiver. The parent/caregiver of a child 10 years of age and under attending a Library program, which does not require the parent to be in attendance, must remain in the vicinity of the program room.
5. The assigned caregiver must be at least 12 years old and carry emergency contact information.
6. If a child 10 years of age and under is found unattended in the Library, either during hours of operation or at closing time, BPL employees will make every attempt to locate the parent/caregiver in the facility. Library employees will

make an attempt call the child's home phone number. If parent/caregiver direct contact cannot be made within one (1) hour Library employees are obligated by the Ontario Child and Family Services Act to call the police or the Children's Aid Society. Employees must complete an Incident Report. See the Emergency and Safety Manual: Appendix A.

7. If a particular child has been left unattended on previous occasions, and the parent/caregiver has already been informed of the Library's policy, the child may be asked to leave the Library for a period of time as deemed appropriate by the senior Library staff on duty.
8. Library employees are required to notify the appropriate authorities if they have reason to suspect that there is evidence of child abuse and/or neglect.
9. Under no circumstances is a Library employee to accompany an unattended child off the Library property.
10. This policy will be posted in areas of the Library and on the Library website.

Family and Children's Services (Children's Aid Society): 613-498-2100
Police Non-Emergency: 613-342-0127 or 342-0128

Board Motion Number: 020-2014	Date: June 23, 2014
014-2017	May 29, 2017
012 – 2018	April 23, 2018

Signature of Chair _____

Sources: *Kingston Frontenac Public Library*
Niagara Falls Public Library

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 9**

Policy Title: Facility:
Camera Surveillance

Approval Date: June 23, 2014
May 29, 2017
October 22, 2018

Review Date: May 2020

Camera Surveillance

General Policy

The Brockville Public Library balances the health and safety and security benefits derived from the use of camera surveillance with the privacy rights of the individual.

Guidelines

1. Camera surveillance will be used to monitor staffing levels throughout the facility, to ensure the safety of employees and the public and to monitor unauthorized individuals on the Library property.
2. The Library follows the Guidelines for the Use of Surveillance Cameras in Public Places set out by the Information and Privacy Commissioner/Ontario, and the privacy requirements of the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56* (MFIPPA), without compromising the safety and security of Library visitors, employees and premises.
3. In accordance with Section 32(g) of the MFIPPA, Library staff have the authority to release records to a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result. Representatives of law enforcement must complete a Disclosure of Personal Information form (Appendix G) and submit to the CEO.

Board Motion Number: 020-2014
014-2017
030-2018

Date: June 23, 2014
May 29, 2017
October 22, 2018

Signature of Chair _____

Sources: Kingston Frontenac Public Library
Huntsville Public Library
Wellington Public Library

Brockville Public Library

Policy Type: Operational

Policy Number: 12 - 9

Policy Title: Facility :
Camera Surveillance
Appendix G

Approval Date: October 22, 2018

Review Date: May 2021

Disclosure of Personal Information Form



The following record is being requested in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), Section 32(g) and (i) respecting permitted disclosure of personal information or records to aid in investigation undertaken with a view to a law enforcement proceeding, or from which a law enforcement proceeding is likely to result; in compassionate circumstance, to facilitate contact with a spouse, a close relative or a friend of an individual who is injured, ill, or deceased.

To be completed by Law Enforcement Officer	
Record or Personal Information Requested (e.g. customer contact information – provide name, video footage)	
Description of Information Requested	
Occurrence/ Investigation No:	
Warrant or Apprehension No:	
Review Original Record:	<input type="checkbox"/> Yes <input type="checkbox"/> No Copy requested: <input type="checkbox"/> Yes <input type="checkbox"/> No

I _____ (Officer) request the above information under Section 32(g) and/ or (i) of MFIPPA on behalf of _____ (Law Enforcement Agency).

Name of Investigating Officer	
Signature of Investigating Officer	
Badge/ Identification No:	Date:

To be completed by Library CEO	
Outcome of request:	
Name:	
Signature:	Date:

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 10**

Policy Title: Facility:
**Inclement Weather, Power Outages
And Other Service Disruptions**

Approval Date: June 23, 2014
April 25, 2016
May 29, 2017
April 23, 2018

Review Date: May 2020

General Policy

The Brockville Public Library is a public service institution and every effort is made to maintain regular business hours for the public. The safety of the Library customers and employees will be the primary factor in making the decision to close the facility.

Guidelines

1. Examples of circumstances which may precipitate closure include failure of heating/cooling equipment during periods of extreme weather, heavy snowfall, unsafe road conditions, power outages, library database malfunction for an extended period of time, or inadequate staffing levels.
2. The CEO is responsible for determining the operational status of the Library. In the absence of the CEO, the senior staff member on duty will make the decision.
3. Every effort will be made to notify public electronically, through our telephone voice messaging, social media and/or by posting signs at the main entrance and in the book drop area.
4. All staff members are paid their regular scheduled hours for any day, or part of a day, when a decision is made to close the Library during normal business hours.

If a part-time employee personally elects not to report to work for scheduled hours when the Library remains open during service disruptions or inclement weather, the employee has the choice of:

- personally arranging a shift-trade
- requesting a replacement shift during the following 60 days; the replacement shift will be arranged at the discretion of the schedule supervisor
- taking the time-off without pay

If a full-time employee personally elects not to report to work for scheduled hours when the Library remains open during service disruptions or inclement weather, the employee has the choice of:

- personally arranging a shift-trade if scheduled on a customer service desk or if the shift represents the only full-time employee in the facility
- using vacation or lieu time
- taking the time-off without pay

Board Motion Number: 020-2014
010-2016
014-2017
012 – 2018

Date: June 23, 2014
April 25, 2016
May 29, 2017
April 23, 2018

Signature of Chair _____

*Sources: Southern Ontario Library Services
Queen's University, Human Resources*

Brockville Public Library

Policy Type: Operational

Policy Number: **12 - 11**

Policy Title: Facility:
Trespass Notices

Approval Date: June 23, 2014
May 29, 2017
April 23, 2018

Review Date: May 2020

Trespass Notices

General Policy

This policy provides the authority and guidelines for the issuance, appeal and revocation of trespass notices.

Guidelines

1. Trespass notices are issued by the Library CEO on behalf of the Library Board and under the authority of the *Public Libraries Act*, R.S.O. 1990, c. P.44 and the *Trespass to Property Act*, R.S.O. 1990, c. T.21. The *Public Libraries Act*, s 23 (4) gives the Board the legal authority to make rules “for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property” and for “suspending library privileges for breaches of the rules”.
2. A trespass notice may be issued by the CEO or designate to persons who do not comply with Facility 12 – 1: Code of Conduct | Respect for Others | Responsibility for Actions. The notice will cite the *Trespass to Property Act*, R.S.O. 1980, Chapter 551, Section 3.
3. A trespass notice to an offender will be issued by registered mail or hand delivered.
4. A trespass notice will be issued for a defined time period including lifetime.
5. Library employees will be notified of individuals who have been banned from the facility. A copy will be sent to the Brockville Police Department and the City of Brockville Clerk’s department.
6. A person issued with a trespass notice may appeal the notice by requesting in writing to appear before the Board to give reason why the notice should be revoked.
7. An appeal to revoke a trespass notice issued to a minor must be made by the appellant in the company of their parent or legal guardian.

Board Motion Number	020-2014	Date:	June 23, 2014
	014-2017		May 29, 2017
	012 – 2018		April 23, 2018

Signature of Chair _____