

**AGENDA**

**OXFORD COUNTY LIBRARY BOARD  
BOARD MEETING**

**Monday, April 19, 2021, 1:00 p.m.**

**Online via YouTube**

**[www.ocl.net/livestream](http://www.ocl.net/livestream)**

- 1. CALL TO ORDER**
- 2. APPROVAL OF AGENDA**
- 3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**
- 4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**
  - 4.1. March 15, 2021
- 5. DELEGATIONS AND PRESENTATIONS**
- 6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**
- 7. CONSIDERATION OF CORRESPONDENCE**
- 8. REPORTS**
  - 8.1. Statistics  
RECOMMENDATION
    1. That the Statistics for the three months ending March 31, 2021 be accepted.
  - 8.2. Financial Reports  
RECOMMENDATION
    1. That the Financial Reports for the three months ending March 31, 2021 be accepted.
  - 8.3. 2021-09 Librarian's Report  
RECOMMENDATION
    1. That the Board receive Report No. 2021-09 for information and discussion purposes.
  - 8.4. 2021-10 Board Review of Study Room and Meeting Room Policies

RECOMMENDATIONS

1. That the Library Board approve the revised Study Room Policy as presented;
2. And further, that the Library Board approve the Meeting Room Policy as presented.

8.5. 2021-11 Safety, Security and Emergencies Policy

RECOMMENDATIONS

1. That the Library Board approve the Safety, Security and Emergencies Policy as presented;
2. And further, that the Library Board approve the formal adoption of all County of Oxford Corporate Policies and forms relating to Health and Safety.

9. UNFINISHED BUSINESS
10. NOTICE OF MOTIONS
11. NEW BUSINESS / ENQUIRIES / COMMENTS
12. CLOSED SESSION
13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION
14. ADJOURNMENT

## OXFORD COUNTY LIBRARY BOARD

### MINUTES

**March 15, 2021**

**Online via YouTube**

**[www.ocl.net/livestream](http://www.ocl.net/livestream)**

Members Present      Chair Marcus Ryan (arrives at 1:30 p.m.)  
                                  Vice-Chair David Mayberry  
                                  Warden Larry Martin  
                                  Councillor Don McKay  
                                  Laura Langford  
                                  Regina Smith

Members Absent      Julia Harris

Staff Present            L. Miettinen, CEO/Chief Librarian  
                                  L. Buchner, Director of Corporate Services  
                                  C. McLaren, Branch Services Librarian  
                                  M. Wheaton, Community Librarian

#### 1.      **CALL TO ORDER**

1:00 p.m. with David Mayberry in the chair.

#### 2.      **APPROVAL OF AGENDA**

##### RESOLUTION NO. 1

Moved By:      Don McKay

Seconded By: Larry Martin

Resolved that the Agenda be approved.

DISPOSITION: Motion Carried

#### 3.      **DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

NIL

#### 4.      **ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**

4.1      January 18, 2021

##### RESOLUTION NO. 2

Moved By:      Laura Langford

Seconded By: Regina Smith

Resolved that the Library Board minutes of January 18, 2021 be accepted.

DISPOSITION: Motion Carried

**5. DELEGATIONS AND PRESENTATIONS**

1. Merley Wheaton, Community Librarian provided a presentation on the Technology Survey results.
2. Cristina McLaren, Branch Services Librarian made a presentation on the purpose of the newly created Diversity and Inclusion staff committee.

**6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**

NIL

**7. CONSIDERATION OF CORRESPONDENCE**

NIL

**8. REPORTS**

8.1 Statistics

RESOLUTION NO. 3

Moved by: Laura Langford

Seconded by: Regina Smith

Resolved that the statistics for the two months ending February 28, 2021 be accepted.

DISPOSITION: Motion Carried

8.2 Financial Reports

RESOLUTION NO. 4

Moved By: Don McKay

Seconded By: Regina Smith

Resolved that the Financial Reports for the two months ending February 28, 2021 be accepted.

DISPOSITION: Motion Carried

Marcus Ryan assumes the position of chair for the remainder of the meeting.

8.3 2021-05 Librarian's Report

RESOLUTION NO. 5

Moved By: David Mayberry

Seconded By: Regina Smith

Resolved that the Board receive Report No. 2021-05 for information and discussion purposes.

DISPOSITION: Motion Carried

8.4 2021-06 Oxford County Library Vision and Values Statement Review

RESOLUTION NO. 6

Moved By: Larry Martin  
Seconded By: Laura Langford

Resolved that the Oxford County Library Board receive Report No. 2021-06 for discussion purposes.

DISPOSITION: Motion Carried

8.5 2021-07 Board Appointment to Ontario Library Service Board Assembly

RESOLUTION NO. 7

Moved By: David Mayberry  
Seconded By: Don McKay

Resolved that the Board appoint member Regina Smith to represent Oxford County Library Board on an Ontario Library Service Board Assembly.

DISPOSITION: Motion Carried

8.6 2021-08 Approval of expenditure from General Reserve to fund Self-Serve Book Locker

RESOLUTION NO. 8

Moved By: Laura Langford  
Seconded By: Regina Smith

Resolved that the Oxford County Library Board approve the expenditure of \$18,900 as the Library's portion of a Modernization Funding proposal for Self-Serve Book Locker RFID technology, to be funded from the Library General Reserve, subject to provincial funding approval.

DISPOSITION: Motion Carried

**9. UNFINISHED BUSINESS**

NIL

**10. NOTICE OF MOTIONS**

NIL

**11. NEW BUSINESS / ENQUIRIES / COMMENTS**

NIL

**12. CLOSED SESSION**

NIL

**13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION**

NIL

**14. ADJOURNMENT**

Library Board adjourns at 2:29 p.m.

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CHAIR

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SECRETARY

OXFORD COUNTY LIBRARY MATERIALS CIRCULATION STATISTICS													TOTAL to Date	2020 TOTAL	
	2020	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV			DEC
<b>BROWNSVILLE</b>	2020	295	220	146	66	0	15	16	20	23	21	78	151	661	1,051
	2021	246	103	130										479	
<b>BURGESSVILLE</b>	2020	1,622	1,635	767	23	19	44	529	709	646	809	88	719	4,024	7,610
	2021	1,177	948	825										2,950	
<b>EMBRO</b>	2020	573	590	190	6	28	71	138	160	485	495	595	545	1,353	3,876
	2021	630	687	682										1,999	
<b>HARRINGTON</b>	2020	289	244	189	11	1	19	172	168	186	208	304	241	722	2,032
	2021	303	384	398										1,085	
<b>INGERSOLL</b>	2020	9,652	8,752	4,932	82	606	2,648	3,221	3,012	4,058	5,036	5,050	5,388	23,336	52,437
	2021	2,941	3,114	4,404										10,459	
<b>INNERKIP</b>	2020	1,503	1,619	671	106	1	114	409	685	738	795	840	712	3,793	8,193
	2021	889	970	1,211										3,070	
<b>MOUNT ELGIN</b>	2020	912	467	443	72	37	114	247	306	331	535	624	473	1,822	4,561
	2021	661	667	742										2,070	
<b>NORWICH</b>	2020	5,791	5,120	2,596	12	27	2,312	2,191	1,980	2,140	2,566	3,010	2,631	13,507	30,376
	2021	2,749	2,432	2,754										7,935	
<b>OTTERVILLE</b>	2020	1,083	1,426	369	76	1	42	392	608	691	701	589	725	2,878	6,703
	2021	820	685	824										2,329	
<b>PLATTSVILLE</b>	2020	1,421	1,407	716	142	2	344	865	835	866	972	964	972	3,544	9,506
	2021	998	1,236	1,184										3,418	
<b>PRINCETON</b>	2020	696	756	388	45	0	91	458	541	703	474	487	588	1,840	5,227
	2021	551	548	710										1,809	
<b>TAVISTOCK</b>	2020	1,882	1,844	843	22	17	859	753	804	854	753	743	813	4,569	10,187
	2021	1,054	1,016	994										3,064	
<b>THAMESFORD</b>	2020	1,651	1,527	836	42	7	803	1,163	1,197	1,009	1,025	930	722	4,014	10,912
	2021	983	871	694										2,548	
<b>TILLSONBURG</b>	2020	8,861	8,507	4,349	325	732	2,890	4,102	3,926	4,372	5,581	5,517	5,390	21,717	54,552
	2021	4,542	3,833	4,951										13,326	
<b>TOTALS:</b>	2020	36,231	34,114	17,435	1,030	1,478	10,366	14,656	14,951	17,102	19,971	19,819	20,070	87,780	207,223
	2021	18,544	17,494	20,503	0	0	0	0	0	0	0	0	0	56,541	
Annual Change:		-48.8%	-48.7%	17.6%										-35.6%	

<b>Digital TV &amp; Movies</b>	2020	258	272	491	649	518	387	402	410	322	375	321	297	1,021	4,702
	2021	407	429	363										1,199	
<b>Zinio (Magazines)</b>	2020	248	334	409	482	638	487	551	747	762	720	1,006	600	991	6,984
	2021	856	853	815										2,524	
<b>Tumble Books</b>	2020	910	548	891	1,422	703	364	373	394	592	802	467	329	2,349	7,795
	2021	667	282	364									329	1,642	
<b>Digital Music</b>	2020	2,472	2,049	2,916	2,876	2,622	2,748	2,606	3,297	1,934	2,338	2,263	1,552	7,437	29,673
	2021	2,534	2,447	2,409										7,390	
<b>Press Reader</b>	2021	655	336	509										1,500	
<b>Digital Audiobooks</b>	2020	4,300	4,209	4,649	5,457	5,816	5,362	5,302	5,311	5,100	5,313	4,648	5,012	13,158	60,479
	2021	5,983	5,412	5,827										17,222	
<b>Digital ebooks</b>	2020	5,383	5,150	6,154	7,873	8,014	6,885	7,055	7,075	6,508	6,512	5,974	6,263	16,687	78,846
	2021	7,448	6,630	6,851										20,929	
<b>TOTALS: Audio and ebooks</b>	2020	9,683	9,359	10,803	13,330	13,830	12,247	12,357	12,386	11,608	11,825	10,622	11,275	29,845	139,325
	2021	13,431	12,042	12,678	0	0	0	0	0	0	0	0	0	38,151	
Annual Change:		38.7%	28.7%	17.4%										27.8%	

OXFORD COUNTY LIBRARY - COMPUTER USE BY PUBLIC		2021												TOTAL to Date	2020 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
<b>BROWNSVILLE</b>		2020	51	70	25	0	0	0	0	0	0	0	0	0	146	146
		2021	0	0	0										0	
	Wireless	2020	12	10	13	2	14	19	12	12	17	0	7	2	35	120
		2021	1	1	2										4	
<b>BURGESSVILLE</b>		2020	5	4	3	0	0	0	0	0	0	0	0	0	12	12
		2021	0	0	0										0	
	Wireless	2020	270	160	200	156	163	150	197	126	213	142	102	96	630	1,975
		2021	78	42	25										145	
<b>EMBRO</b>		2020	21	29	10	0	0	0	0	0	0	0	0	60	60	
		2021	0	0	0										0	
	Wireless	2020	42	47	32	24	24	13	17	11	24	15	45	24	121	318
		2021	32	33	42										107	
<b>HARRINGTON</b>		2020	4	5	4	0	0	0	0	0	0	0	0	13	13	
		2021	0	0	0										0	
	Wireless	2020	11	11	12	2	8	7	16	8	12	8	9	2	34	106
		2021	10	7	6										23	
<b>INGERSOLL</b>		2020	950	875	0	0	0	0	0	67	163	171	157	1,825	2,383	
		2021	0	0	118										118	
	Wireless	2020	595	634	337	98	96	70	107	109	103	153	129	79	1,566	2,510
		2021	77	81	123										281	
<b>INNERKIP</b>		2020	67	62	24	0	0	0	0	0	0	0	0	153	153	
		2021	0	0	0										0	
	Wireless	2020	47	47	38	48	41	45	60	66	62	48	27	32	132	561
		2021	28	26	51										105	
<b>MOUNT ELGIN</b>		2020	9	6	4	0	0	0	0	0	0	0	0	19	19	
		2021	0	0	0										0	
	Wireless	2020	22	22	12	0	0	1	5	6	12	17	16	22	56	135
		2021	3	7	8										18	
<b>NORWICH</b>		2020	234	301	129	0	0	0	0	0	0	0	0	664	664	
		2021	0	0	0										0	
	Wireless	2020	424	411	511	483	606	634	605	588	580	479	467	477	1,346	6,265
		2021	414	316	311										1,041	
<b>OTTERVILLE</b>		2020	24	30	7	0	0	0	0	0	0	0	0	61	61	
		2021	0	0	0										0	
	Wireless	2020	120	69	62	30	35	59	39	22	32	72	22	17	251	579
		2021	14	9	14										37	
<b>PLATTSVILLE</b>		2020	58	74	43	0	0	0	0	0	0	0	0	175	175	
		2021	0	0	0										0	
	Wireless	2020	113	87	69	4	5	6	19	26	68	113	114	83	269	707
		2021	25	110	90										225	
<b>PRINCETON</b>		2020	57	34	13	0	0	0	0	0	0	0	0	104	104	
		2021	0	0	0										0	
	Wireless	2020	48	79	30	17	12	26	25	13	29	21	16	15	157	331
		2021	12	6	7										25	
<b>TAVISTOCK</b>		2020	87	69	22	0	0	0	0	0	0	0	0	178	178	
		2021	0	0	0										0	
	Wireless	2020	267	205	186	160	175	185	146	104	116	76	60	67	658	1,747
		2021	78	78	71										227	
<b>THAMESFORD</b>		2020	138	162	47	0	0	0	0	0	0	0	0	347	347	
		2021	0	0	0										0	
	Wireless	2020	164	192	138	210	201	128	96	112	66	57	59	54	494	1,477
		2021	38	32	71										141	
<b>TILLSONBURG</b>		2020	1,086	962	460	0	0	0	95	163	205	261	240	181	2,508	3,653
		2021	0	0	187										187	
	Wireless	2020	1,435	1,264	806	209	255	292	452	455	509	488	472	484	3,505	7,121
		2021	350	277	373										1,000	
<b>TOTALS:</b>		2020	6,361	5,921	3,237	1,443	1,635	1,635	1,891	1,821	2,115	2,113	1,956	1,792	15,519	31,920
		2021	1,160	1,025	1,499	0	0	0	0	0	0	0	0	0	3,684	
Annual Change:			-81.8%	-82.7%	-53.7%										-76.3%	



OXFORD COUNTY LIBRARY ATTENDANCE STATISTICS													TOTAL to Date	2020 TOTAL	
		JAN	FEB	MAR	APR	MAY	JUN	JUL	2021			DEC			
<b>BROWNSVILLE</b>	2020	107	132	50	0	0	0	0	0	0	0	9	12	289	310
	2021	16	13	15										44	
<b>BURGESSVILLE</b>	2020	499	421	205	0	0	0	67	105	107	144	124	97	1,125	1,769
	2021	147	137	152										436	
<b>EMBRO</b>	2020	187	176	83	0	0	0	0	11	60	60	73	65	446	715
	2021	72	80	92										244	
<b>HARRINGTON</b>	2020	107	100	31	0	0	0	49	31	42	37	38	34	238	469
	2021	38	41	53										132	
<b>INGERSOLL</b>	2020	6,680	6,365	2,966	0	126	671	1,038	1,084	944	1,915	1,700	1,675	16,011	25,164
	2021	771	851	1,420										3,042	
<b>INNERKIP</b>	2020	459	495	199	0	0	0	104	153	175	169	149	148	1,153	2,051
	2021	183	197	242										622	
<b>MOUNT ELGIN</b>	2020	157	153	68	0	0	285		55	63	62	69	54	378	966
	2021	68	59	76										203	
<b>NORWICH</b>	2020	1,953	1,880	898	0	0	0	305	308	324	290	282	237	4,731	6,477
	2021	280	253	281										814	
<b>OTTERVILLE</b>	2020	383	455	133	0	0	0	76	121	127	102	70	88	971	1,555
	2021	104	107	124										335	
<b>PLATTSVILLE</b>	2020	855	758	372	0	0	89	245	209	243	272	248	253	1,985	3,544
	2021	204	269	274										747	
<b>PRINCETON</b>	2020	412	375	182	0	0	0	57	88	100	74	91	81	969	1,460
	2021	76	83	110										269	
<b>TAVISTOCK</b>	2020	1062	1,040	508	0	0	148	195	185	221	197	184	165	2,610	3,905
	2021	229	222	228										679	
<b>THAMESFORD</b>	2020	1,138	1,044	461	0	0	204	204	173	193	229	191	175	2,643	4,012
	2021	140	164	152										456	
<b>TILLSONBURG</b>	2020	7,480	7,067	3,626	0	109	718	1,359	2,173	2,276	2,571	2,445	2,015	18,173	31,839
	2021	806	1,364	2,091										4,261	
<b>TOTALS:</b>	2020	21,479	20,461	9,782	0	235	2,115	3,699	4,696	4,875	6,122	5,673	5,099	51,722	84,236
	2021	3,134	3,840	5,310	0	0	0	0	0	0	0	0	0	12,284	
Annual Change:		-85.4%	-81.2%	-45.7%										-76.2%	

## Goals and Objectives

Description	2021	2022	2023	Status Update
<p><b>Undertake community and stakeholder consultations</b></p> <p>Articulate the value and impacts of existing library services. Understand community needs and service gaps. Identify community-driven program and service opportunities.</p>	●	●		Conducting surveys, engaging consultant later in the year to assist with survey data analysis
<p><b>Comprehensive review and inventory of technology resources and services</b></p> <p>Conduct a thorough assessment of IT resources. Study best practices, new material formats, accessibility issues, and advances in information technology. Develop an IT Plan.</p>	●	●		Completed technology survey, awaiting results of application to participate in the Toronto Public Library Bridge Project regarding impact of technology services
<p><b>Technology Leadership – develop staff expertise</b></p> <p>Establish technology core competencies. Identify staff training needs and opportunities. Develop staff training program.</p>	●	●		In development using the SOLS core competencies as guidance
<p><b>Development of a Communications and Awareness Plan based on the Library Brand: Connect. Discover. Share. Become.</b></p> <p>Will build on the efforts of Goal #1 (community and stakeholder consultations). Patron stories and value statements will form the basis of marketing efforts.</p>	●	●		Developing ICONS to enhance Brand identity, communications improvement with Area Municipalities
<p><b>Pursue Provincial Reaccreditation</b></p> <p>Ontario Public Library Guidelines 7<sup>th</sup> ed. Deadline Q4 2021</p>	●			Ongoing – planned to have it complete by end of the year
<p><b>Policy Review</b></p> <p>Adopt the Turning Outward approach to policy review. Review policies through a variety of lenses. Engage with public and staff. Identify and discuss policies, practices, services and attitudes that inhibit inclusion.</p>	●	●		Progress being made and are on track to complete as planned. Established a staff committee to address equity, diversity and inclusion in select policies.

## Operations/Service Level Update

- Limited to curbside pickup at all branches with the exception of Tillsonburg and Ingersoll branches that are open to book browsing, check out and computer use
- Lock down effective April 8 – restricted to outdoor curbside pickup at all branches



## LIBRARY

### March Variance Reporting

### For the Period Ending March 31, 2021

	YTD ACTUAL	FORECAST	REVISED BUDGET*	FORECAST VARIANCE \$	FORECAST VARIANCE %
<b>LIBRARY ADMINISTRATION</b>					
55070 OUTBREAK PREP	1,492	25,000	35,000	10,000	28.6%
60000 LIBRARY ADMINISTRATION					
<b>REVENUES</b>					
<b>GENERAL REVENUES</b>					
3200 REV - PROVINCIAL GOVT	-	(135,675)	(135,675)	-	- %
3203 REV - PROV-PAY EQUITY	-	(3,229)	(3,229)	-	- %
3325 REV - SERVICE RECOVERY FEES	-	(6,000)	(8,000)	(2,000)	25.0%
3332 REV - INTEREST	(185)	(740)	-	740	- %
3334 REV - DONATIONS	(3,668)	(3,668)	-	3,668	- %
<b>TOTAL GENERAL REVENUES</b>	<b>(3,853)</b>	<b>(149,312)</b>	<b>(146,904)</b>	<b>2,408</b>	<b>(1.6%)</b>
<b>TOTAL REVENUES</b>	<b>(3,853)</b>	<b>(149,312)</b>	<b>(146,904)</b>	<b>2,408</b>	<b>(1.6%)</b>
<b>EXPENSES</b>					
<b>SALARIES AND BENEFITS</b>	<b>167,547</b>	<b>727,760</b>	<b>756,391</b>	<b>28,631</b>	<b>3.8%</b>
<b>OPERATING EXPENSES</b>					
5012 COMPUTER SOFTWARE & SUPPORT	2,830	20,000	20,000	-	- %
5015 ADVERTISING/MARKETING/PROMO	1,173	12,000	12,000	-	- %
5018 TELECOMMUNICATIONS	520	3,170	2,970	(200)	(6.7%)
5020 MEMBERSHIP/DUES/SUBSCRIPTIONS	17,627	20,000	20,000	-	- %
5021 TRAINING/SEMINARS/CONFERENCE	3,846	15,000	15,000	-	- %
5023 POSTAGE	1,385	10,000	10,000	-	- %
5025 TRAVEL-EXPENSES, MILEAGE	350	5,000	8,000	3,000	37.5%
5026 TOOLS/EQUIPMENT PURCHASE	46	5,000	5,000	-	- %
5029 R & M - EQUIPMENT	-	5,000	5,000	-	- %
5045 OFFICE SUPPLIES/EXPENSES	738	5,000	5,000	-	- %
5303 INSURANCE	11,968	11,968	11,160	(808)	(7.2%)
5308 PURCHASED SERVICES	-	20,000	20,000	-	- %
6006 DONATION WITHDRAWAL	3,668	3,668	-	(3,668)	- %
6019 SUPPLIES/PROGRAM EXPENSES	1,449	12,000	12,000	-	- %
6020 BOOKS - HARD COPY	44,219	210,000	210,000	-	- %
6023 CULTURAL PROGRAMS	230	37,000	37,000	-	- %
6024 GUIDES & TOOLS	37,013	50,000	50,000	-	- %
6028 BOOKS - ELECTRONIC	47,466	126,702	126,702	-	- %
<b>TOTAL OPERATING EXPENSES</b>	<b>174,528</b>	<b>571,508</b>	<b>569,832</b>	<b>(1,676)</b>	<b>(0.3%)</b>

\* Revised budget includes approved in year transfers

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## LIBRARY

### March Variance Reporting

#### For the Period Ending March 31, 2021

	YTD ACTUAL	FORECAST	REVISED BUDGET*	FORECAST VARIANCE \$	FORECAST VARIANCE %
<b>CAPITAL EXPENSES</b>					
8020 CAPITAL - COMPUTER EQUIPMENT	430	10,000	10,000	-	- %
<b>TOTAL CAPITAL EXPENSES</b>	430	10,000	10,000	-	- %
<b>INTERDEPARTMENTAL CHARGES</b>	<b>147,499</b>	<b>600,950</b>	<b>600,964</b>	<b>14</b>	<b>- %</b>
<b>TOTAL EXPENSES</b>	<b>490,004</b>	<b>1,910,218</b>	<b>1,937,187</b>	<b>26,969</b>	<b>1.4%</b>
<b>TOTAL 60000 LIBRARY ADMINISTRATION</b>	<b>486,151</b>	<b>1,760,906</b>	<b>1,790,283</b>	<b>29,377</b>	<b>1.6%</b>
91600 DC - LIBRARY	-	(212,461)	(212,461)	-	- %
92170 R - FEDERAL RESTART	-	(25,000)	-	25,000	- %
92600 R - LIBRARIES	-	(29,334)	(64,334)	(35,000)	54.4%
<b>TOTAL LIBRARY ADMINISTRATION</b>	<b>487,643</b>	<b>1,519,111</b>	<b>1,548,488</b>	<b>29,377</b>	<b>1.9%</b>
<b>BRANCH LIBRARIES</b>					
55070 OUTBREAK PREP	6,497	13,856	-	(13,856)	- %
61000 BROWNSVILLE LIBRARY	8,969	25,888	29,036	3,148	10.8%
61001 BURGESSVILLE LIBRARY	8,348	43,853	53,991	10,138	18.8%
61002 EMBRO LIBRARY	9,838	40,482	37,355	(3,127)	(8.4%)
61003 HARRINGTON LIBRARY	8,588	31,245	27,206	(4,039)	(14.8%)
61004 INGERSOLL LIBRARY	117,316	831,594	923,430	91,836	9.9%
61005 INNERKIP LIBRARY	21,567	59,770	59,675	(95)	(0.2%)
61006 MT-ELGIN LIBRARY	9,617	41,360	40,217	(1,143)	(2.8%)
61007 NORWICH LIBRARY	75,017	246,093	266,171	20,078	7.5%
61008 OTTERVILLE LIBRARY	12,514	52,740	56,438	3,698	6.6%
61009 PLATTSVILLE LIBRARY	38,912	98,942	107,275	8,333	7.8%
61010 PRINCETON LIBRARY	14,437	59,904	64,505	4,601	7.1%
61011 TAVISTOCK LIBRARY	37,304	161,862	173,050	11,188	6.5%
61012 THAMESFORD LIBRARY	37,479	152,304	157,864	5,560	3.5%
61013 TILLSONBURG LIBRARY	180,506	629,040	673,657	44,617	6.6%
92170 R - FEDERAL RESTART	-	(13,856)	-	13,856	- %
92605 R - OCL - FACILITIES	(6,369)	(246,535)	(246,000)	535	(0.2%)
<b>TOTAL BRANCH LIBRARIES</b>	<b>580,540</b>	<b>2,228,542</b>	<b>2,423,870</b>	<b>195,328</b>	<b>8.1%</b>
<b>SPECIAL PROGRAMS</b>					
62007 RFID TECHNOLOGY PROJECT	-	116,633	116,633	-	- %
92600 R - LIBRARIES	-	(94,983)	(94,983)	-	- %
<b>TOTAL SPECIAL PROGRAMS</b>	<b>-</b>	<b>21,650</b>	<b>21,650</b>	<b>-</b>	<b>- %</b>
<b>TOTAL 6 OCL</b>	<b>1,068,183</b>	<b>3,769,303</b>	<b>3,994,008</b>	<b>224,705</b>	<b>5.6%</b>

\* Revised budget includes approved in year transfers

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**To: Oxford County Library Board**

**From: CEO/Chief Librarian**

## **Librarian's Report – April 2021**

### **RECOMMENDATION**

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**1. That the Board receive Report No. 2021-09 for information and discussion purposes.**

#### **COVID-19 Pandemic Response**

On April 8, a stay-at-home order was put in effect throughout the province. Consequently, access to the collections in Ingersoll and Tillsonburg was suspended, and all branches are providing curbside service for the duration of the stay-at-home order. Curbside service continues to operate smoothly.

[Mobile printing](#) is now available at all Large and Medium branches. Eventually, we would like to be able to offer this service at all Small branches as well. Given that access to printing service is important to our communities, the option of being able to send a print job to the library via mobile device, tablet, or laptop for pick-up during curbside hours or by appointment makes it easier for our users and the general public.

Information forms that must be filled out in advance of a COVID-19 vaccination appointment are available to anyone for pickup at branches during curbside. Several branches report high demand for the forms. Branch staff have on occasion been able to help individuals secure their vaccination appointment – typically for seniors who do not have a computer at home.

[Check-in Calls with OCL](#) is a new service that started in late March and while it was designed as a way to alleviate isolation and reduce barriers to accessing library service during the pandemic, the success of the first few weeks suggest that it may have lasting value. Staff person Gail Kavelman is the friendly voice on the phone. This service is being advertised in local media, and letters were sent to community agencies such as VON and Alzheimers Society to advertise the service to their clientele but also to encourage agencies to keep us informed of programs and services that they are offering, in order for us to be able to share that information. The majority of the clients who are now regularly using our Check-in Calls service are seniors, many of whom experience health issues that prevent them from being able to visit the branches. Gail is able to spend time with them on the phone, place holds on library materials for them, and in many cases get them set up to use our online resources confidently. Home delivery service is being provided to those people who require it.

#### **Marketing and Advertising**

**Report No: 2021-09**  
**CORPORATE SERVICES**  
**Board Date: April 19, 2021**

Board members may have noticed a new graphic footer on e-mail blasts sent from the library. This footer incorporates graphic icons that correspond with each of our tagline words: connect. discover. share. become.

The graphic footer complements the library logo, and provides branding for the website. The graphic icons can be used as a grouping or individually in promotional materials for programs to strengthen the brand. Many thanks to Corporate Communications for their assistance.



*connect. discover. share. **become.***  
***visit ocl.net***

### **Virtual programming**

We are looking forward to our first-ever Oxford Local History Day live stream event on Saturday, April 24, designed and produced by our two Digital Literacy & Local History Technicians, Vicki Brenner and Ryan Van Leeuwen. Heart FM recently [promoted the event](#). Staff will be offering workshops on how to conduct house and farm property research, tips on genealogy research, but what is really exciting is that a number of heritage groups and museums across the county as well as the County of Oxford Archives will be participating as well, providing video content throughout the day.

### **Non-traditional collections**

The first eight Circulating Maker Kits funded from the Peg Caffyn Bequest are now available for families to borrow, with more kits being prepared. Literacy & Innovation Specialist Holly Brown created a video highlighting the kits, which can be found here:

<https://www.facebook.com/OxfordCountyLibrary/videos/807173896865044>

If you have the time to watch the video, I would encourage you to do so. Holly has done a wonderful job with these kits.

## **SIGNATURE**

---

### **Departmental Approval:**

“Lisa Miettinen”

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Lisa Miettinen  
CEO/Chief Librarian

**To: Oxford County Library Board**  
**From: CEO/Chief Librarian**

## Board Review of Study Room and Meeting Room Policies

### RECOMMENDATIONS

1. That the Library Board approve the revised Study Room Policy as presented;
2. And further, that the Library Board approve the Meeting Room Policy as presented.

### REPORT HIGHLIGHTS

- Review and revision of Study Room procedures and the establishment of a Meeting Room policy to improve equitable access.







#### Financial Impact

There is no financial impact beyond what has already been approved in the current year's operating budget.

#### Communications

Pursuant to Board approval, the policies will be posted on the website and made publicly available at branches. The Room Rental Agreement will be amended as required.

#### Strategic Plan (2020-2022)

					
WORKS WELL TOGETHER	WELL CONNECTED	SHAPES THE FUTURE	INFORMS & ENGAGES	PERFORMS & DELIVERS	POSITIVE IMPACT
1.ii.					



## **DISCUSSION**

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### **Background**

To this point, the Library has not had a Meeting Room policy in place. Rental uses of spaces in the branches have been governed solely by a Room Rental Agreement which is proposed to be attached to the draft Meeting Room Policy as presented in Attachment 2 to this Report.

While a Meeting Room policy is not mandatory under the Ontario Public Library Guidelines, it is recommended as a best practice. Given that a Study Room policy is in place, it is consistent to establish a Meeting Room policy.

The Room Rental Agreement sets out in detail the terms and conditions of room rental use and procedural details. The policy, in contrast, sets out the guiding principles.

### **Comments**

The proposed changes to the Study Room policy represent primarily the simplification of language – refer to Attachment 1. Proposed changes to the policy include elimination of a maximum of two days in advance for the reservation of a Study Room, and the addition of email and reservation software as methods for making a reservation.

There have been no situations in which restricting reservations to two days in advance have been necessary or advantageous, therefore it has been removed, as it represents a barrier to service.

Ongoing efforts of staff to identify barriers to service will include the review of Room Rental Agreement procedures, in accordance with the approved policy.

### **Conclusions**

The guiding principles of both the proposed Meeting Room and Study Room policies satisfy the requirements of the Ontario Public Library Guidelines and provide staff with the guidance needed to manage the public use of library meeting rooms and study rooms.

## **SIGNATURE**

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### **Departmental Approval:**

“Lisa Miettinen”

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Lisa Miettinen  
CEO/Chief Librarian

**Report No: 2021-10**  
**CORPORATE SERVICES**  
**Board Date: April 19, 2021**

## **ATTACHMENT**

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Attachment 1 Draft revised Study Room policy.  
Attachment 2 Draft Meeting Room policy.

 		<b>OXFORD COUNTY LIBRARY BOARD POLICY MANUAL</b>	
Board Motion Number:	<a href="#">2021-11</a>	Date of Review:	2016
Date Approved:		Chairperson's signature:	

**STUDY ROOM POLICY**

**BACKGROUND**

~~Two quiet sStudy rooms are offered at the Tillsonburg branch. Each room is approximately 100 square feet, and provides a study table and four chairs. Study rooms are intended available for small group work or study. It allows or small groups to talk, discuss and plan meet without disturbing, or being disturbed by, other library patrons users.~~



**PURPOSE**

This policy sets out procedures to ensure fair and equitable access to study rooms.

**PROCEDURES**

1. Study rooms are available ~~for quiet study/project use~~ during library open hours ~~to be reserved~~ on a first-come first-served basis. ~~Requests to use a room must be made in person at the service desk, as the r~~ Rooms are kept remain locked when not in use.
2. At least one person using the room should have an active Oxford County Librarycard in good standing. A library card must be presented to library staff to gain access to a study room.
3. Occupancy limits will be clearly posted.
- 2.—A Study Room may be reserved up to two days in advance by telephone, email, online reservation software, or in person. ~~Only one Study Room can be reserved at a time. Users may reserve only one of the Study Rooms at a time. Drop-in use of the Study Rooms may be available at times when no reservations have been made.~~
- ~~3.4.~~ 4.5. Rooms are reserved in two-hour increments for up to two hours. Users may stay longer than two hours if no one is waiting, but with the understanding that they may be asked to vacate the room if someone who has not used a room that day requests a booking, and the other room is in use. Extensions of time can be made at the discretion of staff based on availability and/or demand.
- 5.—At least one person using the room should have an active OCL library card in good standing. ~~No more than six people may occupy a room at one time due to room size. If more chairs are required, staff can assist.~~

**Commented [CM1]:** Clarified this point with new wording.

 		<b>OXFORD COUNTY LIBRARY BOARD POLICY MANUAL</b>	
Board Motion Number:	<a href="#">2021-11</a>	Date of Review:	2016
Date Approved:		Chairperson's signature:	

~~6.—Study room use is free for personal and non-profit uses. to those who are not using it for profit or commercial use. Users representing for-profit enterprises may enter into a room rental agreement for use of the Program Room.~~

~~7-6.~~

~~8-7.~~ Oxford County Library Rules-Code of Conduct apply-applies to Study Room use. The library reserves the right to deny Study Room use to any individual or group violating the Rules-Code of Conduct and/or any Oxford County Library policies.



## OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2021-10	Date of Review:	2025
Date Approved:	April 19, 2021	Chairperson's signature:	

### MEETING ROOM POLICY

#### BACKGROUND

Meeting rooms in library branches bring together the resources of the library and the activities of the community for educational, cultural, civic, recreational and charitable purposes. In response to community need and in order to support community-focused activities, Oxford County Library may schedule the Program Room of a library branch for community use. Program Rooms are available at the following branches: Ingersoll; Tillsonburg; Norwich; Thamesford; Tavistock; and Plattsville.

The library provides a forum for the expression of diverse ideas and opinions. Granting permission to use the meeting rooms does not imply endorsement by the Library of the aims, policies or activities of any Renter.

#### PURPOSE

This policy sets out the guiding principles by which the public may have access to the use of meeting rooms. Abiding by these principles ensures that library meeting rooms can be made available to the community safely and fairly.

#### GUIDING PRINCIPLES

1. Renters shall not use or permit the premises to be used for any activity which violates the Criminal Code of Canada. Federal, provincial and municipal legislation and regulations must be observed at all times.
2. The Chief Executive Officer (CEO) or designate authorizes the use of the rooms. The Library reserves the right to accept or refuse a reservation, or to cancel a booking. Reasons for doing so could include but not be limited to:
  - a) The renter's aims contravene municipal, provincial or federal legislation
  - b) The renter has misrepresented its aims or intentions with the event
  - c) There is likelihood of physical danger to participants or audience or misuse of the property or equipment
  - d) The renter has failed to comply with terms and conditions of previous Room Rental Agreements.
3. The CEO may waive all or partial rental fees in the following situations:
  - a) The renting organization is a non-profit organization providing benefit to the local community



## OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2021-10	Date of Review:	2025
Date Approved:	April 19, 2021	Chairperson's signature:	

- b) The use for which the library room is being rented is compatible with the library's mission
  - c) no admission fee will be charged by the renting organization.
  
- 4. Room rental fees will be automatically waived for organizations which have entered into a partnership with the library or where the library is cosponsoring a program with the organization.
  - a) The Library will review rental fees and charges annually.
  - b) Staff maintain the booking schedule and will make every effort to notify scheduled users in a timely manner of any changes to the availability of the meeting room.
  - c) All organizations or persons using a library meeting room must agree to abide by all Oxford County Library room use rules as outlined in the Room Rental Agreement.
  - d) Use of a library space by an organization or person constitutes agreement to abide by all room use rules regardless of whether or not the organization or person signs a copy of the Agreement.
  
- 5. Room bookings will be guided by the following:
  - a) Library programs and services, meetings, and events have first priority for scheduling, after which other requests are considered on a first-come, first-served basis
  - b) Meetings which disturb regular library functions may not be scheduled
  - c) A Room Rental Agreement, attached as Schedule "A", must be completed in advance of the rental use.
  - d) Approval from the CEO or designate is required in order to sell goods and services.
  - e) Room rentals should be limited to the open hours of the branch whenever possible. In certain instances rentals may take place before or after library hours, with the approval of the CEO and County Facilities staff.



## Oxford County Library System Room Rental Application and Agreement Form

In response to community need and in order to support community oriented activities, Oxford County Library, where practical, rents a library branch or room in a library branch for community use. All organizations or persons renting a library space must agree to abide by all Oxford County Library room use rules as outlined on page 2 of this form. Use of a library space by an organization or person constitutes agreement to abide by all room use rules regardless of whether or not the organization or person signs a copy of the rental application. The County assumes no responsibility for any loss, damage, or injury suffered by persons on library premises. The renter shall pay for all damages to the property arising from the use of the facility, noted in this agreement, where the renter is deemed responsible. Library programs and activities have priority in the use of library facilities. The library reserves the right to refuse a request for rental space or to rescind a previously approved request.

**Name of Applicant:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Organization Applicant**

**Represents (as applicable):** \_\_\_\_\_

**Mailing Address of Applicant or Organization:** \_\_\_\_\_

*(Street or Post Office, Municipality, Province, Postal Code)*

**Purpose of Rental:** \_\_\_\_\_

**Date Space is Required:** \_\_\_\_\_

*(Month, Day, Year)*

**Specify Anticipated Start & Finish Times:** From \_\_\_\_\_ am pm To \_\_\_\_\_ am pm

**Applicable Fee (To Be Completed by the Library):** \$ \_\_\_\_\_

**Signatures:**

As part of the consideration for the Library renting this facility to me/us, I, on behalf of myself, the renting organization and its members agree to release and discharge, and to indemnify and save harmless, the County from and against all claims and proceedings, by whomsoever made or brought, in respect of any costs, losses, damages, injury or expenses arising by reason of my/our use of the rented facilities.

\_\_\_\_\_  
*Applicant* \_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Branch Supervisor* \_\_\_\_\_  
*Date*

### Rules For The Use of Oxford County Library Rental Space

1. Smoking is prohibited on library premises.
2. Alcoholic beverages must not be consumed or dispensed on library premises.
3. Food and beverages may be served by renters. Food preparation for events open to the public is subject to the provisions of the *Health Protection and Promotion Act of Ontario, Food Premises Regulations*. See <http://www.e-laws.gov.on.ca/index.html>
4. Keys to meeting rooms and to library facilities are the property of Oxford County Library Board, and renters must pick up the key(s) from the Branch Supervisor during library hours. The Branch Supervisor must be kept informed of the name, address, and telephone number of the person responsible for the key(s). Lost keys must be reported immediately to the Branch Supervisor. A charge will be levied against a group or person losing a key in order to offset the cost of changing locks. Community groups or persons receiving keys to a meeting room and/or facility must not duplicate the key(s) and will return the key(s) either upon demand from library staff or when the meeting room or facility is no longer booked.
5. Persons renting library space are responsible for the set up and arrangement of the space. Renters shall access only those materials and furnishings as previously agreed upon. No bookshelves, desks, or tables may be moved or other significant re-arrangements undertaken without the permission of the Branch Supervisor. The facility shall be returned to the same condition as found or the group or individual will be charged the cost of cleaning and/or repair and may be denied further permission to rent facilities for a specified period of time by the Chief Librarian.
6. Renters shall not obstruct any portion of fire exits, entry halls or other ways of access to the premises.
7. Renters shall not affix any items to the walls of the premises nor put up advertising signs or decorations in the library halls and entry ways without prior approval of the Branch Supervisor.
8. Storage space is not regularly provided for community use. Branch Supervisors may allow storage of materials depending on space available in the library. Requests to store materials must be made to the Branch Supervisor and must be approved by the Branch Supervisor and the Chief Librarian or designate. Storage space must be applied for annually and will only be approved for one calendar year at a time. The library assumes no responsibility for any loss or damage to materials stored on its premises.
9. The library reserves the right to enter the premises at all times to ensure the event and use of the rental space conforms to all terms and conditions.
10. When functions terminate after library hours, the renter shall ensure that all directions for closing are followed.
11. Use of the premises does not imply endorsement by the Oxford County Library of the policies or activities of the renter. Renters may only use the library's name in promotional material to indicate the location of their event. Renters must ensure that the phone number of the organization or of an individual is listed on promotional material as a source for further information about the event.
12. Groups that use an established space in a library on an on-going basis may apply to the Chief Librarian to be considered "tenants". Tenants are managed through specific agreements approved by the Chief Librarian.
13. Renters shall not use or permit the premises to be used for any activity which violates any of the laws of Canada or of the Province of Ontario or of the local municipality including requests of police and fire authorities.
14. Renters shall be responsible for the conduct and supervision of all persons attending this event and shall see that all regulations contained in this permit are strictly observed. The library's Rules of Conduct apply to all uses of library space.
15. Renters must advise the library as soon as possible of the cancellation of a rental booking.
16. These rules are subject to change at anytime by the Oxford County Library.

#### Rental Fee Structure

Fees include the use of library tables, chairs, lecterns and white boards if available and must be paid in advance of the use of the library or room. Rental fees include H.S.T. Failure to pay rental fees may result in the cancellation of the rental and denial of future rentals.

\$10.00 for any morning, afternoon or evening rental period

\$12.00 for any two morning, afternoon or evening rental periods

\$15.00 for a full day (morning, afternoon and evening) rental period

#### Exceptions

Ingersoll Branch Program Room

Norwich Branch Program Room

Plattsville Branch Program Room

Tavistock Branch Program Room

Thamesford Branch Lions Den

Tillsonburg Branch Program Room

\$20.00 for the first hour and \$5.00 for each additional hour.

The Chief Librarian may waive all or partial rent charges in the following situations:

- a) the renting organization is a non-profit organization providing benefit to the local community; and
- b) the use for which the library room is being rented is compatible with the library's mission; and
- c) no admission fee will be charged by the renting organization

Room rental fees will be waived for organizations which have entered into a partnership with the library or where the library is cosponsoring a program with the organization.



**To: Oxford County Library Board**

**From: CEO/Chief Librarian**

## Safety, Security and Emergencies Policy

### RECOMMENDATIONS

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1. That the Library Board approve the Safety, Security and Emergencies Policy as presented;
2. And further, that the Library Board approve the formal adoption of all County of Oxford Corporate Policies and forms relating to Health and Safety.

### REPORT HIGHLIGHTS

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- Establishing a policy regarding safety, security and emergencies and adopting relevant County policies ensures compliance with the requirements of the Ontario *Occupational Health and Safety Act* and of the Ontario Public Library Guidelines.

### Implementation Points

Branch Procedures Manuals will be updated to include the new policy and staff will receive appropriate training to ensure they are aware of their responsibilities in the prevention of injury and creation and maintenance of a safe and healthy workplace.

### Financial Impact







There is no financial impact beyond what has already been approved in the current year's operating budget.

### Communications

Pursuant to Board approval, the policy will be posted on the website.

### Strategic Plan (2020-2022)

**Report No: 2021-11**  
**CORPORATE SERVICES**  
**Board Date: April 19, 2021**

					
<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS &amp; ENGAGES</i>	<i>PERFORMS &amp; DELIVERS</i>	<i>POSITIVE IMPACT</i>
				5.ii.	

## DISCUSSION

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### Background

In 2015, as part of the provincial accreditation process, the Board approved the formal adoption of all County Policies and forms, as found in the General Policy Manual, thus complying with the policy requirements of the Ontario Public Library Guidelines (OPLG)(6<sup>th</sup> ed.). A Board may choose to adopt the policies, programs, and forms of the municipality in order to be in compliance with employer responsibilities.

The OPLG (7<sup>th</sup> ed.) requires that Library Boards establish their own policy specific to safety, security and emergencies. The Ontario Library Service (formerly SOLS and OLS-North) maintains a helpful inventory of sample policies available for public libraries to use.

### Comments

County policies that specifically address OPLG compliance requirements with regard to health and safety, safety, security and emergencies (including working alone), prevention of workplace violence, and workplace harassment and discrimination are attached to this Report for the Board's information:

- 7.01. Corporate Occupational Health & Safety Policy
- 7.06. Working Alone
- 7.10. Workplace Violence Prevention
- 5.06. Harassment and Discrimination in the Workplace.

All library employees must attend a health and safety orientation to familiarize themselves with the County's Occupational Health & Safety Program. Safety Talks and other training opportunities are regularly provided to all staff through the County's Health & Safety program.

Two library employees sit on the County's Joint Health and Safety Committee – one as the employer representative (management), and one as the employee representative. The Committee has a Terms of Reference that provides a framework for its effective functioning and is reviewed annually to ensure it continues to serve its primary purpose of improving health and safety in the workplace.

The library has taken measures to minimize risks associated with working alone. Every branch location has a Branch Procedures Manual on-site, which addresses concerns related to staff

**Report No: 2021-11**  
**CORPORATE SERVICES**  
**Board Date: April 19, 2021**

safety, building security, and what to do in case of emergency. Branch Services Librarian Cristina McLaren will be in attendance at the meeting to answer any questions, as she is responsible for the creation and maintenance of the Manuals, in cooperation with Greg Robertson, the County's Health & Safety Coordinator. A sample Branch Procedures Manual is attached to this Report for the Board's information.

Personal safety alarms are in place at all rural branches, where branch staff work alone during open hours. Some rural branches have Pages (a second staff person) but in most cases, the Page does not work all open branch hours. Cristina is currently investigating a new personal alarm option as the existing service which has been in place since approximately 2010 is not proving to be satisfactory. Every branch has established standard procedures for minimizing risk, which are included in the Branch Procedures Manual.

## Conclusions

The adoption of applicable County policies and forms is a formality, given that library operations are already governed by these policies. However, to fulfil its governance role under the *Public Libraries Act, RSO 1990, c. P.44*, the Library Board should formalize its acceptance and adoption of applicable Policies and Plans not created by the Board itself.

## SIGNATURE

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### Departmental Approval:

"Lisa Miettinen"

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Lisa Miettinen  
CEO/Chief Librarian

## ATTACHMENTS

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- Attachment 1 Draft Safety, Security and Emergencies Policy
- Attachment 2 Oxford County. Corporate Occupational Health & Safety Policy. January 1, 2021.
- Attachment 3 Oxford County. Working Alone. January 12, 2016.
- Attachment 4 Oxford County. Workplace Violence Prevention. January 1, 2021.
- Attachment 5 Oxford County. Harassment and Discrimination in the Workplace. January 1, 2021.
- Attachment 6 Sample Branch Procedures Manual.

## Attachment 1

		<b>OXFORD COUNTY LIBRARY BOARD POLICY MANUAL</b>	
Board Motion Number:	2021-11	Date of Review:	2022
Date Approved:	April 19, 2021	Chairperson's signature:	
Reference Policies:	County of Oxford General Policy Manual 7.0 Health and Safety: <i>7.01 Corporate Occupational Health and Safety Policy;</i> <i>7.06 Working Alone;</i> <i>7.10 Workplace Violence Prevention</i> County of Oxford General Policy Manual 5.0 Personnel: <i>5.06 Harassment and Discrimination in the Workplace</i>		

## SAFETY, SECURITY AND EMERGENCIES POLICY

### BACKGROUND

The *Ontario Occupational Health and Safety Act (25(2)(J))* requires employers to prepare and review at least annually a written occupational health and safety policy, and to develop and maintain a program to implement the policy.

Under section (s.32.0.1(1)) of the *Act*, all employers are required to prepare policies on workplace violence and workplace harassment and review them at least once a year.

As required under the Ontario Public Library Guidelines, a public library must establish and adopt a policy pertaining to staff and volunteers who work alone in the library.

The County of Oxford maintains an occupational health and safety program which includes a comprehensive health & safety manual. The manual includes the Corporate Occupational Health & Safety Policy as well as the Harassment Prevention and Workplace Violence Prevention policies which are reviewed annually.

Two members of Oxford County Library staff serve on the County's Joint Health and Safety Committee: one employer (management) representative; and one employee representative. The Committee has a Terms of Reference that provides a framework for its effective functioning and is reviewed annually to ensure it continues to serve its primary purpose of improving health and safety in the workplace.


### PURPOSE

The Oxford County Library Board is ultimately responsible for providing a safe and secure environment for library staff as they carry out their duties and for members of the public who use library services.

### PROCEDURES

The Board, Chief Executive Officer (CEO), and Library employees share the responsibility to ensure a safe and secure place for staff and the public and will take all reasonable steps to prevent injury and create and maintain a safe and healthy workplace.

## Attachment 1

		<b>OXFORD COUNTY LIBRARY BOARD POLICY MANUAL</b>	
Board Motion Number:	2021-11	Date of Review:	2022
Date Approved:	April 19, 2021	Chairperson's signature:	
Reference Policies:	County of Oxford General Policy Manual 7.0 Health and Safety: <i>7.01 Corporate Occupational Health and Safety Policy;</i> <i>7.06 Working Alone;</i> <i>7.10 Workplace Violence Prevention</i> County of Oxford General Policy Manual 5.0 Personnel: <i>5.06 Harassment and Discrimination in the Workplace</i>		

Every staff person and volunteer is to protect, and is responsible for their own health and safety, by working in compliance with legislative requirements, safe work practices, procedures, standards, safety rules, and Code of Conduct as established by the Library.

As part of its regular policy review process, the Board will review and adopt County of Oxford Corporate Health and Safety Policies.

The CEO is responsible for ensuring that written programs are in place that adequately address Library safety, security, and emergency issues.

All new Library staff members will receive training in their work tasks to protect their health and safety. All staff members will participate in required instruction and training provided by the County.

Staff members will enforce the Library Code of Conduct in order to ensure safety and security in the library.

Branch Procedures Manuals will be kept up to date and made available to all staff, providing branch-specific details about safety and security programs, including procedures, policies and reporting forms.

Closing the library may be necessary in emergencies or catastrophes including, but not limited to, extreme weather and power failure. The primary consideration is the safety of all persons in the building and on the property. The CEO or designate will determine when to close the library during an emergency or catastrophe. The County of Oxford's Workplace Emergency Planning & Response Policy and its associated handbook provide additional guidance to staff on responding to emergency situations.

The Library cooperates with other agencies responsible for health and safety and local emergency preparedness.

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### Corporate Occupational Health & Safety Policy

#### POLICY

Oxford County is committed to providing safe and healthy workplaces. The prevention of occupational injuries and illness is a continuing major objective. To achieve this objective, the County maintains an occupational health & safety program with the following goals:

- a) to promote health & safety in all organizational activities;
- b) to identify actual or potential workplace hazards;
- c) to eliminate and/or minimize the exposure to workplace hazards;
- d) to develop and recommend work practices, procedures, policies, initiatives, programs, training, equipment and protective devices that will prevent / reduce workplace injuries and illnesses;
- e) to educate all staff as to their role in the occupational health & safety program and the internal responsibility system;
- f) compliance with all health & safety legislation including the Occupational Health and Safety Act, the Workplace Safety and Insurance Act and associated regulations.

#### PROCEDURES

The responsibility for health & safety lies with all workplace parties: the employer, the supervisors and the workers. This concept is referred to as the internal responsibility system and is built upon the principle that the workplace parties are in the best position to identify and control health & safety issues co-operatively. All staff are expected to demonstrate their commitment to health & safety and the internal responsibility system by fulfilling their respective responsibilities:

#### **1.0 Responsibilities of Employer**

- 1.1 Implement and maintain an occupational health & safety program.
- 1.2 Establish, maintain and afford assistance to the Joint Health & Safety Committee(s) in the workplace.
- 1.3 Provide to the Joint Health & Safety Committee the results of any testing and/or report respecting occupational health & safety.
- 1.4 Ensure measures and safe operating procedures are developed and carried out.
- 1.5 Ensure that equipment, materials and protective devices are provided, adequate and maintained in good condition.
- 1.6 Take every precaution reasonable in the circumstance for the protection of the worker.
- 1.7 Comply with all health & safety legislation including the Occupational Health and Safety Act, the Workplace Safety and Insurance Act and associated regulations.

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1.8 As per the requirements of the Occupational Health and Safety Act, this policy shall be reviewed at least annually.

## **2.0 Responsibilities of Management / Supervisors**

- 2.1 Work safely and promote safe work habits.
- 2.2 Advise workers of any potential or actual hazards in the workplace.
- 2.3 Develop written safe operating procedures for operations or tasks that present a high likelihood to cause property damage, injury or a fatality.
- 2.4 Ensure safety policies, procedures and measures are carried out by the workers.
- 2.5 Provide workers with appropriate instruction and training.
- 2.6 Ensure that equipment, materials and protective devices are provided, adequate and maintained in good condition.
- 2.7 Ensure workers use or wear the equipment, protective devices or clothing required by the employer and/or the Act and regulations.
- 2.8 Take every precaution reasonable in the circumstance for the protection of the worker.
- 2.9 Co-operate and afford assistance to the Joint Health & Safety Committee(s) in the workplace.
- 2.10 Consult with the Joint Health & Safety Committee(s) regarding health & safety related policies, initiatives and programs.
- 2.11 Investigate and report all incidents that cause or have the potential to cause property damage and/or injury and recommend corrective measures.
- 2.12 Comply with all County health & safety policies and procedures and legislation including the Occupational Health and Safety Act, the Workplace Safety and Insurance Act and associated regulations.

## **3.0 Responsibilities of Employees**

- 3.1 Work safely and promote safe work habits.
- 3.2 Carry out safety procedures and measures established and required by the County.
- 3.3 Participate in required instruction and training provided by the County.
- 3.4 Use or wear the equipment, protective devices or clothing required by the County and/or the Occupational Health and Safety Act or associated regulations.
- 3.5 Do not remove or alter any equipment or device or work in such a manner that may endanger any worker.
- 3.6 Co-operate and afford assistance to the Joint Health & Safety Committee(s) in the workplace.
- 3.7 Report all accidents and incidents that cause or have the potential to cause property damage and/or injury and recommend corrective measures.
- 3.8 Comply with all County health & safety policies and procedures and legislation

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including the Occupational Health and Safety Act, the Workplace Safety and Insurance Act and associated regulations.

- 3.9 Report to the supervisor any hazards, safety concerns or contraventions of County policies, the Occupational Health and Safety Act or associated regulations.

#### **4.0 Responsibilities of Joint Health & Safety Committee**

- 4.1 Promote health & safety in all organizational activities.
- 4.2 Act as a link between workers and management regarding employee safety concerns and recommendations.
- 4.3 Make recommendations regarding existing and proposed health & safety policies, initiatives and programs.
- 4.4 Conduct regularly scheduled inspections of County workplaces to identify hazards, unsafe conditions and compliance issues.
- 4.5 Participate in accident/incident investigations where required.
- 4.6 Assist in resolving work refusals or stop-work orders related to health & safety issues.



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## Working Alone

### PURPOSE

The County of Oxford recognizes that workers who work alone may face unique health & safety risks due to the fact that assistance is not always readily available. This policy is intended to raise employee awareness regarding the risks of working alone and to outline measures that shall be implemented to minimize the risks.

### POLICY

It is the policy of the County of Oxford to ensure the health & safety of employees with regards to the risks arising or connected with working alone.

### DEFINITIONS

*working alone*                      those work situations where an employee is the sole staff member on-site, and in the event of critical injury, health impairment, victimization, or other foreseeable life-threatening emergency, assistance is not readily available.

### PROCEDURES

#### 1.0 Development of Safe Work Procedures

Several job functions within the County of Oxford have been and will continue to be performed by workers who work alone. Recognition of this fact necessitates that those individuals involved must approach the hazards inherent to those occupations with reasonable care. It is essential that the working conditions or circumstances that present high foreseeable personal safety risks be assessed and controlled so that the probability of misfortune can be minimized.

- 1.1 Working alone situations shall be identified and assessed by each department.
- 1.2 Departments shall evaluate each situation and develop safe work procedures to ensure supervisory due diligence and to promote safe work practices.
- 1.3 Departments may utilize a standard departmental format to develop their safe work procedures or utilize the Working Alone – Safe Work Procedures Plan – Form 7.06A.
- 1.4 Safe work procedures may include:
  - 1.4.1 Identification of the risks or hazards associated with the work to be



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performed and/or the environment where the work is to be done.

- 1.4.2 Procedures to eliminate or minimize the identified risks (e.g. buddy system, training, check-in system etc).
- 1.4.3 Methods of communication (e.g. cell phone, walkie-talkies or panic alarms) by which the workers can secure emergency assistance, and how emergency assistance will be provided in the event of an incident or accident.
- 1.4.4 The length of time a worker may be out of contact with other staff or a supervisor (i.e. the frequency of regular communications).
- 1.5 Reference shall also be made to Policy 7.10 – Workplace Violence Prevention where the risks of working alone may involve workplace violence.

### 2.0 Responsibilities of Supervisors

- 2.1 Evaluate work assignments and identify working alone situations.
- 2.2 Work co-operatively with employees to develop working alone safe work procedures.
- 2.3 Train and instruct workers who are required to work alone on the safe work procedures.
- 2.4 Provide copies of the safe work procedures to all employees who are required to work alone.

### 3.0 Responsibilities of Workers

- 3.1 Participate in the development of the working alone safe work procedures.
- 3.2 Comply with work procedures outlined in the working alone safe work procedures.
- 3.3 Notify supervisors of any new hazards or other changes that may reduce the effectiveness of the procedures.


### 4.0 Joint Health & Safety Committee(s)

- 4.1 Review and make recommendations regarding working alone safe work procedures.


### 5.0 Working Alone Prohibited

Working alone is prohibited when work involves:

- 5.1 Confined space entry (O. Reg. 851, Section 69(f), O. Reg.67/93, Section 43(1)(d) and O. Reg. 213/91, Section 61(4).
- 5.2 Work on live electrical installations, equipment, or conductor operating at a nominal voltage of 300 volts or more, except while testing equipment or troubleshooting, (O. Reg. 851, Section 42.1, O. Reg. 213/91, Section 189(4) and O. Reg.67/93, Section 68(4).
- 5.3 Work on electrical systems rated at more than 750 volts (O.Reg. 851, Section

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- 42.2).
- 5.4 Work in trenches (O.Reg. 213/91, Section 225).
  - 5.5 The use of a portable ladder that exceeds 6 metres in length and is not securely fastened, or work with a ladder that is likely to be endangered by traffic (O.Reg. 851, Section 73, O. Reg.67/93 and Section 83(b)(e).
  - 5.6 The use of a vehicle, crane, mobile equipment, or similar material handling equipment where the operator does not have full view of the intended path of travel (O.Reg. 851, Section 56).
  - 5.7 The use of a vehicle, crane or similar equipment near a live power line where it is possible for any part of the equipment or its load to make contact with the live power line (O.Reg. 851, Section 60).
  - 5.8 A risk of drowning (O.Reg. 213, Section 27, O.Reg 851, Section 86).
  - 5.9 Tasks which, based on the risk assessment conducted by the supervisor and in consultation with the Joint Health and Safety Committee, is deemed to require more than one person.

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### Workplace Violence Prevention

#### POLICY

Oxford County is committed to maintaining a program that minimizes as much as reasonably possible the potential for workplace violence. Workplace violence is prohibited and incidents shall be handled in accordance with the provisions of this policy. This policy applies to all County employees, volunteers and elected officials.

#### DEFINITIONS

*domestic violence* is any use of physical, sexual force or psychological, actual or threatened, in an intimate relationship. In addition to exacting a tremendous toll on the victim, domestic violence can spill over into the workplace, compromising the safety of both victims and co-workers and resulting in lost productivity, increased health care costs, increased absenteeism and increased employee turnover.

*workplace violence* means,


- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

*workplace harassment* means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace harassment incidents shall be handled in accordance with Policy 5.06 - Harassment and Discrimination.

#### RESPONSIBILITIES

Oxford County recognizes that the potential for workplace violence exists by employees and the clients they serve. Increased stress associated with personal issues, workplace demands and a host of other factors can significantly contribute to this unacceptable behaviour. The purpose of

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this policy is to ensure that all parties understand their roles and responsibilities in regards to preventing workplace violence.

### 1.0 Responsibilities of Employer and Supervisors

- 1.1 County departments shall assess the risk of workplace violence and implement specific procedures, response plans and other controls to help minimize or eliminate the risk. The results of the assessment and related control measures shall be reviewed by the applicable County Joint Health & Safety Committee(s). The Health & Safety Coordinator is also available as a resource for assistance.
- 1.2 Provide information and instruction to employees regarding the workplace violence program and any control measures in place to reduce the risk of workplace violence.
- 1.3 Supervisors shall ensure employees report incidents of workplace violence as per Workplace Incident, Injury & Illness Reporting Policy 7.04 including incidents of domestic violence that is likely to expose a worker to physical injury in the workplace.
- 1.4 Supervisors shall investigate and implement corrective actions and/or control measures to minimize potential recurrences.
- 1.5 Supervisors shall ensure employees who are experiencing difficulties and/or exhibiting behaviours that may contribute or lead to workplace violence are aware of and support them to attend Oxford County's Employee & Family Assistance Program (EFAP) or other professional assistance.
- 1.6 Supervisors shall ensure employees who are exposed to a violent or traumatic situation are provided an opportunity to debrief and are made aware of and encouraged to attend Oxford County's Employee & Family Assistance Program (EFAP) or other professional assistance, if appropriate.
- 1.7 As per the requirements of the Occupational Health and Safety Act, this policy shall be reviewed at least annually.

### 2.0 Responsibilities of Employees

- 2.1 Do not engage in any behaviours that would constitute workplace violence or harassment including threatening, intimidation, coercion, abuse either physically or verbally that results in emotional or physical harm to other employees, clients or members of the public.
- 2.2 Do not bring weapons to the workplace.
- 2.3 Participate and provide input in regards to the development of workplace violence procedures, response plans and other controls that are proposed or implemented to minimize or eliminate the risk of workplace violence.
- 2.4 Attend information and training sessions offered by the employer regarding workplace violence prevention programs.
- 2.5 Report all workplace violence incidents as per Workplace Incident, Injury &

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Illness Reporting Policy 7.04 including incidents of domestic violence that is likely to expose a worker to physical injury in the workplace.

- 2.6 Cooperate and assist with investigations regarding workplace violence incidents.
- 2.7 Seek support and assistance from Oxford County's Employee & Family Assistance Program (EFAP) or other community service when experiencing stress or other personal difficulties that may contribute to workplace violence.
- 2.8 Seek support and assistance from Oxford County's Employee & Family Assistance Program (EFAP) or other community service if exposed to a violent or traumatic situation, if appropriate.
- 2.9 Violations of this policy may result in disciplinary action up to and including dismissal. Human Resources shall be contacted for assistance.

### GUIDELINES

#### **3.0 Guidelines for Dealing with Conflict and Aggressive Behaviour**

The following are general guidelines for dealing with conflict and aggressive behaviours. Departmental policies and procedures may provide additional specific information.

- 3.1 Be alert to situations and early warning signs (crying, pacing, avoidance or excessive eye contact, challenging behaviours, yelling etc.).
- 3.2 Try to provide an early resolution before a situation escalates and an incident occurs (e.g. deal with issues/complaints right away).
- 3.3 Listen to the other person's entire issue/complaint.
- 3.4 Gather information and determine the reason for the issue/complaint.
- 3.5 Do not downplay or minimize the person's issue/complaint.
- 3.6 Remain calm, speak in a clear, calm and consistent voice.
- 3.7 Maintain normal eye contact but do not stare.
- 3.8 Do not infringe on the person's personal space (e.g. point in their face).
- 3.9 Keep the discussion focussed on the issue, not the individual parties.
- 3.10 Do not set unrealistic goals or make promises that you may not be able to keep.
- 3.11 Set limits and inform the person that the meeting will only continue if they remain calm, inappropriate behaviour is not acceptable.
- 3.12 Take the dispute to a third party if the matter cannot be resolved (i.e. supervisor).
- 3.13 Always remain alert to unsafe situations and react - leave a location if necessary, have another person accompany you or remain close-by, telephone for assistance if needed etc.

#### **4.0 Guidelines for Dealing with a Verbally Abusive Telephone Call**

The following are general guidelines for dealing with verbally abusive telephone calls. Departmental procedures may provide additional specific information.

- 4.1 Inform the caller that abusive language is not acceptable and advise the caller that the conversation will be terminated if the abusive language continues.

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- 4.2 Establish a written record about the incident.
- 4.3 Advise the supervisor of the occurrence after the phone call has ended.
- 4.4 If the caller makes repeated offensive calls, advise them that if it continues the Police will be notified.

### 5.0 Guidelines for Dealing with a Written Threat

The following are guidelines for dealing with a written threat. Departmental procedures may provide additional specific information.

- 5.1 Do not throw away any part of written letters or envelopes.
- 5.2 Handle the document as little as possible and place the document(s) in a folder or clear protective sleeve to help protect them.
- 5.3 Advise the supervisor of the occurrence.
- 5.4 Do not discuss the contents of the written threat with anyone other than with Management or the Police.

### 6.0 Guidelines for When Handling Cash

The following are general guidelines when job duties involve handling cash. Departmental procedures may provide additional specific information.

- 6.1 Provide physical barriers (e.g. counter-tops) that separate employees from customers and the general public.
- 6.2 Control access to work areas by locking access doors.
- 6.3 Position cash registers and cash boxes out of reach and out of sight whenever possible.
- 6.4 Develop protocols for reducing the amount of cash kept on-hand.
- 6.5 Post visible signs to inform customers that minimum cash is kept on the premises.
- 6.6 Ensure bright lighting and access to natural surveillance. Remove large items, posters on windows, overgrown landscaping and other factors that would block the view from within the workplace. Good visibility will deter criminal activity.
- 6.7 Ensure easy and quick access to phones, radios and/or panic alarms so that staff can contact the Police in an emergency.
- 6.8 Complete the delivery of bank deposits during busy times and preferably not after dark.
- 6.9 Post signs that the premises are monitored.
- 6.10 Ensure employees are instructed what to do in the case of a robbery.

### 7.0 Guidelines in Case of Robbery

The following are general guidelines for employees to follow if a robbery occurs. Personal safety is the most important consideration when reacting to a robbery. Departmental procedures may provide additional specific information.

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- 7.1 Do not resist the robber. Take no action that would jeopardize the safety of staff. Cooperate with the robber and do not attempt to be a hero.
- 7.2 Listen to the robber intently and follow exactly the robber's commands. Most robbers want to get in and out as quickly as possible. The quicker the robber leaves, the less likely someone will be injured.
- 7.3 Try to advise the robber of any surprises. If someone is expected back soon, or if you must reach for something, advise the robber exactly what you are doing. If the robber is startled or suspicious of your activity it may trigger a violent reaction.
- 7.4 Try and keep other persons in the area calm during and after the robbery.
- 7.5 Be observant and plan to be a good witness. Try to make mental notes of the robber and write the details down as soon as the robber leaves. Try to recall the following:
- Robber's physical description: race, gender, height, weight, facial characteristics, scars, tattoos etc.
  - Clothing type and colour
  - Description of any weapons used
  - Direction the robber left in, description of any car or other persons accompanying the robber
  - Description of what was taken e.g. cash, medications etc.
- 7.6 Call 911 immediately following the incident and cooperate with Police when they arrive.

### 8.0 Guidelines for When Working Alone and/or in a Remote Location

The following are general guidelines for when employees work alone and/or in remote locations. Policy 7.06 – Working Alone also provides additional information regarding working alone situations. Departmental procedures may provide additional specific information.

- 8.1 Develop plans for regular contact between isolated employees and/or their supervisor to ensure employees are safe. Utilize a buddy system and notify staff at another location when you have concerns about your safety.
- 8.2 Ensure bright lighting and access to natural surveillance. Remove large items, posters on windows, overgrown landscaping and other factors that would block the view into the workplace. Good visibility will deter criminal activity.
- 8.3 Arrange office and interview spaces in a manner that provides staff quick exit from the room if necessary. Place employee chairs closest to the door so that employees do not have to pass a client in order to exit the room.
- 8.4 Ensure quick and easy access to phones, radios or other communication devices so that staff can contact the Police in an emergency.
- 8.5 Come to an agreement with the local police or with other neighbouring businesses to monitor or to make random visits.



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- 8.6 After hours, lock the public entrance and do not allow access to clients/visitors who do not have an appointment or are not personally known.
- 8.7 Recognize the safest locations to park (e.g. under street lights and closest to the building). Make sure all vehicle windows are closed and doors locked. Lock valuables in the vehicle's trunk out of sight.
- 8.8 Post signs that the premises are monitored.

#### **9.0 Guidelines for Dealing with Aggressive/Threatening Motorists (i.e. Road Rage)**

The following are general guidelines for employees to follow if confronted by an aggressive driver while driving a motor vehicle for work purposes. Departmental procedures may provide additional specific information.

- 9.1 Try and remain calm.
- 9.2 Keep your distance and/or allow them to pass.
- 9.3 If you cannot change lanes and an aggressive driver is behind you, stay where you are and maintain the proper speed.
- 9.4 Do not respond with hostile gestures or pull over to confront another driver.
- 9.5 If you are being followed or you are involved in a motor vehicle collision and you feel threatened by an aggressive driver contact 911 and wait for Police to arrive before stopping and exiting the vehicle.
- 9.6 Avoid aggressive or poor driving habits that provoke other drivers like using phones while driving, aggressive horn or headlight use, improper parking, tailgating, blocking traffic, failing to signal etc.


#### **10.0 Guidelines for When to Call Police**

The following are general guidelines when it would be appropriate to call the Police. Departmental procedures may provide additional specific information.

- 10.1 Whenever an employee has reason to believe their personal safety is in jeopardy.
- 10.2 Whenever there is a physical assault or a threat of a physical assault.
- 10.3 Whenever there is an injury that results from violent behaviour.
- 10.4 When there are threats or harassment of a serious nature.
- 10.5 When a client refuses to leave the premises.
- 10.6 When property damage or vandalism occurs.
- 10.7 When theft occurs.

#### **11.0 Disclosure of Personal Information**


- 11.1 Where it is determined necessary for the protection of employees, departments may provide information, including personal information, regarding persons with a history of violence if the employee is likely to encounter this person and be exposed to physical harm in the course of their duties.
- 11.2 Disclosure should be limited to only the information necessary to protect the

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employees from physical injury.

## **12.0 Domestic Violence in the Workplace**

- 12.1 The Ontario Occupational Health and Safety Act's violence and harassment provisions requires employers to take all reasonable precautions in the circumstances for the protection of employees if domestic violence is likely to expose a worker to physical injury in the workplace and the employer becomes aware or ought reasonably be aware of the situation.
- 12.2 Due to the complexity and sensitivity of domestic violence issues, a standard one size fits all response is not likely to be appropriate. Employees and supervisors who have concerns about domestic violence issues in the workplace should contact Human Resources for assistance.
- 12.3 Privacy laws require that all information about employees who report and seek assistance about domestic violence be kept confidential, to the extent permitted by law. In order to protect the safety of the employee or the employee's co-workers, it may be necessary to disclose limited confidential information regarding the situation to certain parties (i.e. Police or supervisors).

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## Harassment and Discrimination in the Workplace

### **POLICY**

Oxford County is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace.

Harassment and discrimination are violations of the *Ontario Human Rights Code*; harassment is also a violation of the *Occupational Health and Safety Act*. This policy shall provide a framework for the County to meet its obligations under the *Human Rights Code* and the *Occupational Health and Safety Act*, as well as provide a process for responding to and resolving complaints. Any conduct considered to be discriminatory or harassing as defined in this policy will not be tolerated. This policy considers harassment from all sources, such as customers/clients, the employer, supervisors, employees and members of the public.


### **DEFINITIONS**

<i>Bullying</i>	Behaviour which usually involves repeated incidents, or a pattern of behaviour, that is intended to intimidate, offend, degrade or humiliate a particular person or group of persons.
<i>Complainant</i>	A person who has alleged a violation of this policy.
<i>Respondent</i>	A person who has been alleged to have violated this policy.
<i>Discrimination</i>	Unfair or adverse treatment based on one or more of the prohibited grounds, as defined in the <i>Ontario Human Rights Code</i> . Examples include, but are not limited to, denial of a promotion, work assignment, career development or training.
<i>Workplace Harassment</i>	<p>a) Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or</p> <p>b) Workplace sexual harassment (see definition below).</p>

Examples include, but are not limited to, bullying, racial jokes, offensive communication via electronic mail or other electronic technologies, and/or display of derogatory or offensive pictures.

#### Harassment does not include:

- 1) Appropriate direction, evaluation and/or discipline by supervisory staff;
- 2) Stress associated with the performance of legitimate job duties;
- 3) Consensual relationships.

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Generally in order for behaviour to be considered harassment, there is usually some element of repetition or persistence although in some cases a single, serious incident may be sufficient.

*Workplace  
Sexual  
Harassment*

- a) Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Examples include, but are not limited to, unwelcome remarks, jokes, slurs, innuendos or taunting about a person's body or sex, unwelcome sexual advances (verbal, written, physical), leering, whistling or other suggestive sounds, attainment and/or distribution of improper information of a sexual nature including, but not limited to, electronic mail or other electronic technologies.

*Poisoned Work  
Environment*

Any conduct or comment which may not be directed at a specific individual but nevertheless generates a degrading or offensive work environment. It may be created by comments or conduct of any person regardless of his/her position or status.

Examples include, but are not limited to, displaying of sexually explicit pictures in a workplace, displaying offensive cartoons or signs, or telling insulting jokes.

*Prohibited  
Grounds*


Refers to the characteristics of race, sex, colour, ancestry, place of origin, ethnic origin, marital status, sexual orientation, age, disability, citizenship, family status, record of offences, creed (religion), and gender identity or gender expression. The *Ontario Human Rights Code* prohibits harassment and/or discrimination on any one or more of these grounds.

*Workplace*

Includes all vehicles, facilities, work-sites and any other location where County employees conduct work related business. For the purposes of this policy, the workplace also includes harassment which occurs outside the workplace or hours of work but nevertheless has an impact on an individual's work environment; such as, on social media or at County and non-County sponsored social events.

*Workplace  
Violence*

- a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;

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- b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker;
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace violence is prohibited and incidents shall be handled in accordance with the provisions and reporting obligations of Policy 7.10 - Workplace Violence Prevention.

## RESPONSIBILITIES

### 1. Responsibilities of Employer


- 1.1 Provide a work environment in which all workers are treated with respect and dignity;
- 1.2 Ensure that this policy is accessible and available to all staff
- 1.3 Post in the workplace information regarding harassment and discrimination prevention;
- 1.4 Provide training to all staff so they are aware of their obligations in regards to harassment and discrimination and the resolution process;
- 1.5 Do not ignore or condone behaviour that is contrary to this policy;
- 1.6 Investigate and deal with all complaints or incidents of workplace harassment in a fair and timely manner even in the absence of a formal complaint;
- 1.7 Do not engage in behaviour that is contrary to this policy;
- 1.8 Ensure employees who have been subject to discrimination and/or harassment are made aware of the County's Employee Assistance Program (EAP), if appropriate;
- 1.9 Review this policy at least annually, as per the requirements of the Occupational Health and Safety Act.

### 2. Responsibilities of Supervisors

- 2.1 Provide a work environment in which all workers are treated with respect and dignity;
- 2.2 Do not ignore or condone behaviour that is contrary to this policy by discussing with Human Resources, and conducting an investigation appropriate to the situation;
- 2.3 Do not engage in behaviour that is contrary to this policy;
- 2.4 Manage employee related conflicts/concerns toward a resolution between the parties, with a focus on correcting the behaviour and preserving work relationships.

### 3. Responsibilities of Employees

- 3.1 Do not engage in any behaviour that is contrary to this policy;
- 3.2 Recognize and refrain from actions that intimidate, offend, embarrass or humiliate others, either deliberately or unintentionally;
- 3.3 Do not make allegations of improper behaviour that are frivolous or vindictive;
- 3.4 Make an effort to resolve employee related conflicts/concerns, where possible;
- 3.5 Report acts of discrimination or harassment in a timely manner to an appropriate person such as the supervisor, Department Head or Director of Human Resources;

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3.6 Cooperate in the investigation of discrimination and harassment complaints.

## PROCEDURES

### 4. Timing

The complaint should be made as soon as possible after the harassment / discrimination occurred and in any event no later than one year after the last incident of harassment / discrimination, unless there are compelling reasons why it was not practicable to bring it forward sooner.

### 5. Resolution & Complaint Procedure

The goal of the County's Harassment & Discrimination in the Workplace Policy is to promote an environment in which all workers are treated with respect and dignity while also providing procedures to resolve complaints internally.

Upon becoming aware of an incident or receiving a complaint of workplace harassment, the supervisor, Department Head or Director of Human Resources will ensure that an investigation appropriate in the circumstances will be conducted.


This does not preclude an employee's right to file a complaint at any time with the Human Rights Tribunal of Ontario in accordance with the *Human Rights Code* if a prohibited ground has been violated. Unionized employees may also file a grievance in accordance with their collective agreement.

#### 5.1. Individual Action (Optional)

- 5.1.1. Often individuals are not aware of the impact of their behaviour or actions and a simple discussion may resolve the issue. Individuals are encouraged to attempt to discuss their concerns with the respondent.
- 5.1.2. Failing resolution through individual action or if you are not comfortable approaching the respondent, the complainant should report the issue to an appropriate person such as the supervisor, Department Head, or Director of Human Resources.
- 5.1.3. Employees should keep a written record of any occurrences including:
  - When it started?
  - What happened (be specific)?
  - Were there any witnesses?
  - What was your response?
- 5.1.4. Maintain any documentation or materials that are relevant (e.g. letters, notes, offensive pictures etc.).

#### 5.2. Mediation (Optional)

- 5.2.1. Mediation will only be conducted with the consent of both the complainant and respondent.
- 5.2.2. Mediation is a voluntary process whereby the complainant and respondent meet

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with a mediator to determine whether a complaint can be resolved in a mutually satisfactory manner.


- 5.2.3. In order for mediation to take place, both the respondent and the complainant must agree on the selection of a mediator (the mediator may be internal or external).
- 5.2.4. If the parties resolve the matter through mediation, the settlement shall be reduced in writing, signed by both parties. If the mediated settlement requires action on the part of the County it shall require the approval of the Director of Human Resources.

### 5.3. Formal Resolution

A formal written complaint may be submitted to the Department Head or the Director of Human Resources on the “Harassment & Discrimination Incident Report – Form 5.6A”. The complaint shall include the complainant’s contact information, the general nature of the complaint, the name of the respondent, the date and description of the incident(s) and the names of any witnesses, if applicable. Complaints shall be signed and dated and submitted no later than one year after the last incident of harassment/discrimination, unless there are compelling reasons why it was not practicable to bring it forward sooner.

In accordance with 5.0 of this policy, management will initiate the formal resolution process in the absence of a formal written complaint, if appropriate in the circumstance.

- 5.3.1. Depending on the circumstances, the Director of Human Resources or designate shall appoint a sole investigator or investigation team. The investigator or the investigation team shall consist of one of the following:
- A member of Human Resources as the sole investigator.
  - Where there is a complainant and the complainant is a unionized employee, and the union wishes to participate in the investigation process, a co-investigator will be selected by the union which represents the complainant and appointed to the team by the Director of Human Resources.
  - An external investigator.
- 5.3.2. Where there is an allegation involving any member of the senior management team, the Chief Administrative Officer or designate shall engage an external investigator to conduct the investigation.
- 5.3.3. Upon receipt of the complaint and once the investigator(s) have been determined, the Director of Human Resources or designate will acknowledge the complaint in writing to both the complainant (if applicable) and the respondent as soon as practicable. The acknowledgment shall include: the names of the respondent and complainant (if applicable, the nature of the allegations, and a

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general overview of the investigative process.

- 5.3.4. A copy of this policy shall be provided to all investigators prior to commencing the investigation.
- 5.3.5. The investigation team shall meet prior to conducting any part of the investigation to review the complaint and to discuss the steps necessary to conduct the investigation and the expected time frame. The complainant (if applicable), the respondent, and any other persons who may be able to provide relevant information will be interviewed separately. The interviews shall be documented in writing and signed by the investigator(s) and interviewee to confirm the accuracy of the information recorded.
- 5.3.6. If the respondent is not an Oxford County employee, the investigator will make reasonable efforts to interview him or her.
- 5.3.7. Complainants and respondents are entitled to each have a support person attend meetings to support them if they desire. The role of the support person is not to speak or advocate on behalf of the individual.
- 5.3.8. All persons who are interviewed will be advised of the importance and responsibility of maintaining confidentiality in regards to the names of the parties, allegations and the investigation.
- 5.3.9. If fifteen (15) days have elapsed and the investigation is still ongoing, the Director of Human Resources will contact the parties involved to keep them informed of the progress of the investigation, recognizing that specific details of the investigation will remain confidential.
- 5.3.10. The investigation team or investigator, as the case may be, will determine if, on a balance of probabilities, the complaint is substantiated. Balance of probabilities means that, based on the evidence, it is more likely than not that the allegations took place. This may involve an assessment of the parties' credibility and/or information attained from the parties and witnesses.
- 5.3.11. The investigation team or investigator, as the case may be, shall prepare a written report summarizing the findings of the investigation. In the event the co-investigators do not agree on the findings, the report may reflect the differences in the findings.
- 5.3.12. The investigation team or investigator, as the case may be, shall strive to have the investigation completed within thirty (30) business days of the filing of the formal complaint and submit the same to the Director of Human Resources or designate. This time frame may be extended where circumstances warrant.
- 5.3.13. The Director of Human Resources or designate will provide the complainant (if applicable) and respondent with a written summary of the results of the investigation, following the receipt of the investigation report.
- 5.3.14. The results will be communicated in writing within ten (10) calendar days of the investigation being concluded.

## **6. Corrective Action and/or Disciplinary Action**

- 6.1. Where there is a finding of discrimination and/or harassment, the County shall determine what corrective action and/or disciplinary action is to be taken. Such action



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may include, but is not limited to, counselling, education/training, suspension without pay, demotion, or termination of employment. A record of such action shall be placed in the respondent's personnel file.

- 6.2. The County will ensure that any corrective action taken will be communicated to the complainant and the respondent. The amount of information provided about the corrective action will depend on the circumstances, but must indicate what steps have been taken or will be taken to prevent a similar incident.
- 6.3. Where it is determined that corrective action is to be taken against an individual who is not an employee of the County, the County will take such corrective action as is reasonable in the circumstances and permitted by law to ensure that the harassment or discrimination stops.
- 6.4. Where the complaint has not been substantiated, no reference of the incident will be placed in either the complainant or the respondent's personnel file.

## 7. Record Keeping

Oxford County will keep records of all complaints and reported incidents of workplace harassment and/or discrimination including:

- A copy of the complaint or details about the incident;
- A record of the investigation including notes;
- Copy of witness statements, if taken;
- A copy of the investigation report, if any;
- A copy of the results of the investigation that were provided to the complainant and the respondent; and
- A copy of any corrective action taken to address the complaint or incident of workplace harassment and/or discrimination.

## 8. Confidentiality


The administration of this policy will be in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. Confidentiality of information obtained during the investigation will be maintained to the extent possible, subject to the County's obligation to investigate the complaint and take appropriate corrective and/or disciplinary action, or is otherwise required by law.

## 9. Reprisals Prohibited

Reprisal or retaliation against a person who has filed a complaint, participated in an investigation, provided representation, advised an employee or provided witness information in good faith and in accordance with this policy is prohibited. Reprisal/retaliation may include, but is not limited to, unwarranted discipline, dismissal, suspension, intimidation, or coercion. An individual who has been found to have engaged in reprisal/retaliation may be subject to discipline up to and including dismissal.

## 10. False and Frivolous Complaints Prohibited

No employee shall file a complaint with malicious intent or in bad faith. The filing of such a complaint is regarded as a serious offence and will be subject to disciplinary action up

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to and including dismissal.

### **11. Interim Measure**

In certain situations, such as where the safety of an individual may be at risk, it may be necessary to take immediate measures to address the circumstances. Such interim measures may include relocating the respondent or placing him/her on a non-disciplinary suspension with pay, pending the outcome of the investigation. The implementation of interim measures may mean that certain aspects of this policy, including confidentiality, will be set aside.

### **12. Criminal Proceedings**

Where criminal proceedings are initiated against the respondent based on the allegations in a complaint of harassment or discrimination that fall within the scope of this policy, the County will conduct its own independent investigation, if possible, into the allegations and make its own determination in accordance with this policy.

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# BROWNSVILLE PUBLIC LIBRARY

– A Branch of the Oxford County Library

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## Branch Procedures Manual

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April 15, 2021

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Branch Procedures

<b>Bomb Threat Telephone Procedures:</b>	
<b><i>Note: This form is an additional aid to the County's Bomb Threat procedures in the Workplace Emergency Planning &amp; Response Handbook.</i></b>	
<u>Instructions:</u>	
<ul style="list-style-type: none"> <li>• Be calm.</li> <li>• Be courteous.</li> <li>• Listen.</li> <li>• Do not interrupt the caller.</li> <li>• If possible, notify the police while the caller is still on the line.</li> </ul>	
Date:	
Time:	
Exact words of caller:	
<u>Questions to ask:</u>	
<ol style="list-style-type: none"> <li>1. When is the bomb going to explode?</li> <li>2. Where is the bomb right now?</li> <li>3. What kind of bomb is it?</li> <li>4. What does it look like?</li> <li>5. Why did you place the bomb?</li> </ol>	
Try to Determine the Following: (circle as appropriate)	
<u>Caller's identity:</u>	Male    Female    Adult    Juvenile    Age _____ years
<u>Voice:</u>	Loud    Soft    High pitch    Deep    Raspy    Pleasant    Drunk    Other
If Other, describe:	
<u>Accent:</u>	Local    Not Local    Foreign
<u>Speech:</u>	Fast    Slow    Distinct    Distorted    Stutter    Nasal    Slurred    Lisp
<u>Language:</u>	Excellent    Good    Fair    Poor    Foul    Other
If Other, describe:	
<u>Manner:</u>	Calm    Angry    Rational    Irrational    Coherent    Incoherent
	Deliberate    Emotional    Righteous    Laughing    Drunk    Other
If Other, describe:	

*form continues on next page →*

Branch Procedures

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<u>Background Noise:</u>	Office machines	Factory machines	Chaotic	Trains	Animals
	Music	Quiet	Voices	Mixed	Street noise
Additional Information:					

**Power Failure:**

***Note: This procedure is an additional aid to the County's Power Outage procedures in the Workplace Emergency Planning & Response Handbook.***

1. The branch flashlight is located in the cupboard behind the circulation desk.
2. Ensure that the branch flashlight is accessible and that all staff members are aware of its location.
3. If there is sufficient daylight in the building for patrons to conduct their library business SAFELY, the library can remain open temporarily. FYI: your emergency lighting runs on a battery and may not last beyond 20 minutes.
4. Report the power outage to your local power provider (eg. Ontario Hydro, Erie Thames Power, Tillsonburg Hydro Inc., etc.).
  - a. The local power provider for this branch is: Hydro One Aylmer  
Telephone Number: **1-800-434-1235**
  - b. Find out the estimated time when power will be restored.
5. Report the power failure to the Branch Services Librarian, Systems Librarian, or CEO/Chief Librarian
6. If the power failure lasts beyond one hour, and with the authorization of the Branch Services Librarian or CEO/Chief Librarian, proceed to close the library as follows:
  - a. Usher all patrons outside, assisting those with exceptional needs; check washrooms, program rooms, etc. for anyone still in the building.
  - b. Contact library staff at another branch and ask them to notify [ocl\\_super@ocl.net](mailto:ocl_super@ocl.net) that you are without power.
  - c. Turn off all lights and electronics (photocopier, computer, café machines, etc) and any equipment that is normally shut down when the library closed.
  - d. If your branch is equipped with a security alarm, set the alarm upon leaving as usual, unless you have instructions from the building's owner that say otherwise.
  - e. Post a notice on the entrance door stating that the library is temporarily closed, and the estimate time/date of when you plan to re-open.
  - f. If the power failure occurs during the winter and there is any danger of water pipes freezing, contact the building owner/facility manager.
7. When the power is restored and the library re-opens, adjust all electric clocks, timers, answering machine, etc.



**Severe Weather:**

**Note: This procedure is an additional aid to the County's Severe Weather/Natural Disasters procedure in the Workplace Emergency Planning & Response Handbook.**

1. Keep the flashlight close by in case of power failure.
2. Go to smallest interior room or stairwell on the lowest floor of the building (the washroom is often the best choice).

**Current conditions and bulletins from Environment Canada can be found at:**

[www.weather.gc.ca/warnings](http://www.weather.gc.ca/warnings)

**Weather Information from Environment Canada – FYI**Tornadoes

**Tornado Watch** – conditions are favourable for the development of tornadoes within the areas and times specified in the watch. Be prepared to take shelter, preferably in the lower level of a sturdy building.

**Tornado Warning** – One or more tornadoes are occurring in the area specified. The expected motion, development and duration will be given in the warning. If you are in the path of a tornado, take emergency precautions immediately. If you are near the area specified in the warning, be alert for the development of additional tornadoes or severe thunderstorms.

Rain Storms

During a thunderstorm, don't use the phone or other electrical equipment. Stay away from windows, doors, sinks and other items which conduct electricity.

**Severe Thunderstorm Watch** – Conditions are favourable for the development of severe thunderstorms with large hail, heavy rain, intense lightning, or damaging winds within areas and times specified in the watch.

**Severe Thunderstorm Warning** – A severe storm has developed, producing one or more of the following conditions: heavy rain, damaging winds, hail of at least 20 mm in diameter, or intense lightning. Severe thunderstorms may also produce tornadoes. The storm's expected motions and developments will be given in the warning. If you are in the area specified, take shelter indoors.

**Heavy Rain Warning** – Issued when heavy or prolonged rainfall is sufficient to cause local/widespread flooding. Expect 50 mm of rain over 12 hours or less or 80 mm of rain in less than 24 hours.

Branch Procedures

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Winter

**Freezing Rain Warning** – Expect slippery walking and driving conditions and possible damage to trees and overhead wires due to rain freezing on contact to form a coat of ice. Avoid travel.

**Heavy Snowfall Warning** – Expect a snowfall of 15 cm or more in 12 hours or less. Travel could become hazardous.

**Winter Storm Warning** – Issued when 2 or more winter conditions reach warning proportions (ie. wind and snow, or freezing rain followed by heavy snowfall). Be prepared to cancel travel plans and stay indoors.

**Water Emergencies**

***Note: This procedure is an additional aid to the County's Flood procedure in the Workplace Emergency Planning & Response Handbook.***

1. If there is a serious leak, broken pipe, or flooded area in the building, call the Branch Services Librarian and the building owner or emergency contact.
2. If possible and safe to do so, access the water shut-off and turn off water.
3. Complete and submit an incident report to the Branch Services Librarian.

**Tips:**

- a. If water is leaking from ceiling, move books away from the area and put buckets or garbage cans under leaks.
- b. If there is water on the floor, remove books from lower shelves/file drawers onto higher shelves or tables well away from standing water. Do not place any material on the floor even in a seemingly dry area, as the leak may spread.
- c. If possible, turn off electrical circuits to the flooded area, and unplug electrical equipment in the area if you can safely do so.

## Branch Procedures

<b>Health &amp; Safety:</b>	
First Aid:	<ul style="list-style-type: none"> <li>- First Aid kit is located in the cupboard behind the circulation desk.</li> <li>- AED is located in the hallway near the front door. The AED is checked and serviced by the Township Health and Safety Committee.</li> </ul>
Health & Safety Information:	Health and Safety information is in the space with the First Aid Kit behind the service desk.
Health & Safety Inspections:	Branch staff should inspect branches monthly for health and safety concerns. Complete <u>Form 7.02A</u> – Workplace Inspection Report once per month, sending any concerns to Branch Services Librarian and/or building maintenance contact (eg. Hall Board, landlord). Add inspection of carbon monoxide detector to Form 7.02A.
Evacuation Plan:	<p>Fire plan is located in the yellow branch manual along with the Health and Safety information.</p> <p>For procedures involving the evacuation of the Library (eg. fire, carbon monoxide, etc.), refer to the “County of Oxford Fire Safety Procedures for the Brownsville Public Library”, created and last revised September 23, 2015. This document is available in the branch cupboard behind the desk and on the County’s Intranet website.</p>
Reporting Incidents & Injuries:	<p>Copies of the reporting forms are included in this binder, as well as on the County’s Intranet website:</p> <p>For personal injury to County employees, use: <u>Form 7.04A</u> – Workplace Incident/Injury Report</p> <p>For property damage (eg. vandalism incidents) or personal injury to members of the public, use: <u>Form 6.8A</u> – Property Incident Report</p>
Emergency Plan & Response	The Oxford County “Workplace Emergency Planning & Response Handbook” is available in the branch within the yellow branch manual binder and on the County’s Intranet website (Corporate Forms – 7. Health & Safety Forms – Form 7.11B – Workplace Emergency Planning & Response Handbook (April 2017).
Other Instructions:	Opening the front doors – turn the key and the knob on the lock at the same time to open doors. Allen key to keep doors open is located in the bookcase cupboard – directly across from front of doors on top right shelf. Always return Allen key to this location when unlocking/locking doors. A back-up Allen key set is in the library desk drawer. The switch for the automatic door is on the frame above the main doors.



Form 7.06A

## Working Alone – Safe Work Plan

<b>Department:</b> Oxford County Library	<b>Division:</b> Corporate Services	
<b>Supervisor:</b> Cristina McLaren / Lisa Miettinen	<b>Workplace Location:</b> [OCL branch location]	
<b>Position / Description of Duties / Hours of Work:</b> Branch Supervisor - provide front-line library service and manage daily operations of branch library location, also responsible for other staff on site (if applicable) Branch hours: Tuesday 10-2, Wednesday 2-5, Thursday 5-8:30, Saturday 10-2		
<b>Hazards / Risks Identified</b>	<b>Likelihood</b>	<b>Severity</b>
working alone	high	low
workplace violence/victimization	low	low
<b>Equipment / Personal Protective Equipment Required:</b> - LifeSentry personal alarm call button & pendant devices (monitoring through A1 Security) - Adequate exterior & interior lighting		
<b>Training Required:</b> <small>- Any staff day training you have received (eg. Working alone, How to deal with difficult/angry/violent patrons, CMHA's how to recognize &amp; handle situations concerning mental health individuals, etc.) - Any relevant Health &amp; Safety training - Reading resources from HQ (Working Alone: Health &amp; Safety Resource Guide, Dealing with a Difficult or Angry Person: Health &amp; Safety Resource Guide) - Workplace Violence Prevention Policy review (&amp; training during new staff orientation training if you have attended one of these sessions in last few years; if not, info is available on County intranet) - Workplace Emergency Planning &amp; Response Handbook (document available on County intranet &amp; in branch manual)</small>		
<b>Communication Plans:</b> -email/phone HQ for daily issues and needs -email/phone support for computer/internet problems and disruptions		
<b>Emergency Contact Information / Protocol:</b> -911 for emergency situations -A1 Security alert -contact HQ during office hours -call/text local 'library buddy' for awkward situations when danger is imminent - call home/spouse/relative/friend		
<b>Additional Information:</b> - [Establish a safe space within the building (eg. lockable room such as program room, staff workroom, washroom) & make note of location here] - [Establish a safe space to go to outside the building (eg. neighbouring resident/business that would be home/open during most library hours) & make note of location here]		
<b>Date:</b>	<b>Signature:</b>	

Attach additional sheet if necessary