

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

Monday, July 11, 2022, 1:00 p.m.
21 Reeve Street, Woodstock and online
www.oxfordcounty.ca/livestream

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

Proposed Resolution:

Resolved that the Agenda be approved.

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

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

Proposed Resolution:

Resolved that the Library Board Minutes of June 20, 2022 be adopted.

5. **DELEGATIONS AND PRESENTATIONS**

6. **CONSIDERATION OF DELEGATIONS AND PRESENTATIONS**

7. **CONSIDERATION OF CORRESPONDENCE**

8. **REPORTS**

8.1. 2022-14 Children and Teen Services Policy

RECOMMENDATION:

1. That the Library Board approve the revised, renamed and updated Children and Teen Services Policy as attached to Report No. 2022-14.

8.2. 2022-15 Internet Access and Technology Policy

RECOMMENDATION:

1. That the Library Board approve the revised, renamed and update Internet Access and Technology Policy as attached to Report No. 2022-15.

8.3. 2022-16 Membership and Circulation Policy

RECOMMENDATION:

1. That the Library Board approve the revised, renamed and updated Membership and Circulation Policy as attached to Report No. 2022-16.

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

June 20, 2022

Members Present	Chair Marcus Ryan Vice-Chair David Mayberry Warden Larry Martin (arrives at 1:58 p.m.) Julia Harris Laura Langford Regina Smith
Member Absent	Councillor Don McKay
Staff Present	L.M. Williams, CEO/Chief Librarian L. Buchner, Director of Corporate Services L. Mansbridge, Coordinator of Legislative Services/Deputy Clerk

1. **CALL TO ORDER**

Oxford County Library Board meets in regular session this twentieth day of June, 2022, in the Council Chamber, Oxford County Administration Building, Woodstock at 1:03 p.m. with Chair Marcus Ryan in the chair.

2. **APPROVAL OF AGENDA**

RESOLUTION NO. 1

Moved by: David Mayberry

Seconded by: Julia Harris

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**

RESOLUTION NO. 2

Moved by: Laura Langford

Seconded by: Regina Smith

Resolved that the Library Board Minutes of May 16, 2022 be adopted.

DISPOSITION: Motion Carried

5. DELEGATIONS AND PRESENTATIONS

NIL

6. CONSIDERATION OF DELEGATIONS AND PRESENTATIONS

NIL

7. CONSIDERATION OF CORRESPONDENCE

NIL

8. REPORTS

8.1 Statistics

RESOLUTION NO. 3

Moved by: David Mayberry

Seconded by: Regina Smith

1. That the statistics for materials circulation and attendance be received as information.

DISPOSITION: Motion Carried

8.2 2022-08 2021 Oxford County Library Financial Statements

RESOLUTION NO. 4

Moved by: Laura Langford

Seconded by: Regina Smith

1. That the Oxford County Library Financial Statements for the year ended December 31, 2021 be accepted.

DISPOSITION: Motion Carried

8.3 2022-09 Librarian's Report

RESOLUTION NO. 5

Moved by: David Mayberry

Seconded by: Laura Langford

1. That the Library Board receive the Librarian's Report No. 2022-09 for information and discussion.

DISPOSITION: Motion Carried

8.4 2022-10 Library Code of Conduct

RESOLUTION NO. 6

Moved by: Regina Smith

Seconded by: David Mayberry

1. That the Library Board approve the revised and updated Code of Conduct, formerly Rules of Conduct, as attached to Report No. 2022-10.

DISPOSITION: Motion Carried

8.5 2022-11 Collection Development Policy

RESOLUTION NO. 7

Moved by: Laura Langford

Seconded by: Regina Smith

1. That the Library Board approve the revised and updated Collection Development Policy as attached to Report No. 2022-11.

DISPOSITION: Motion Carried

8.6 2022-12 Oxford County Library Board Adoption of County Policies

RESOLUTION NO. 8

Moved by: David Mayberry

Seconded by: Laura Langford

1. That the Library Board approve formal re-adoption of all County Policies and Forms, as found in the Oxford County General Policy Manual as governing the operation of County library services and staff.

DISPOSITION: Motion Carried

8.7 2022-13 Policy Review Update

RESOLUTION NO. 9

Moved by: Regina Smith

Seconded by: David Mayberry

1. That the Library Board receive Report No. 2022-13 entitled " Review of Board Policies Update" as information and schedule an additional Board meeting on July 11, 2022 for the purpose of considering policies necessary to meet re-accreditation requirements.

DISPOSITION: Motion Carried**9. UNFINISHED BUSINESS**

NIL

10. NOTICE OF MOTIONS

NIL

11. NEW BUSINESS / ENQUIRIES / COMMENTS

Chair Marcus Ryan thanks L.M. Williams for the statistics reporting on the agenda and for the work on Drag Story Time.

12. CLOSED SESSION

NIL

13. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

NIL

14. ADJOURNMENT

The Oxford County Library Board adjourns its proceedings at 2:04 p.m. until the next meeting scheduled for July 11, 2022 at 1:00 p.m.

Minutes adopted on _____ by Resolution No. ___.

CHAIR

SECRETARY

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

Children and Teen Services Policy

RECOMMENDATION

1. That the Library Board approve the revised, renamed and updated Children and Teen Services Policy as attached to Report No. 2022-14.

REPORT HIGHLIGHTS

- The updated Children and Teen Services Policy, Attachment 1, has been updated from the 2015 Children’s and Young Adult Services Policy, Attachment 2.
- The policy update is required as part of the library’s re-accreditation process by the Ontario Public Libraries Guidelines Council.

Implementation Points

The revised *Children and Teen Services Policy* will be distributed to staff, once approved. Library Leadership will also review policy highlights with staff in any upcoming staff meetings.







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)

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

DISCUSSION

Background

The Library Board last reviewed the *Children and Youth Services Policy* as part of the March 16, 2015 meeting. As a provincially accredited library, Oxford County Library is required to review policies and make required updates and changes to policy as part of the re-accreditation process.

While a Children and Teen policy is not a requirement for re-accreditation, the guidelines do request that a library create said policies. However, a programming policy is a requirement for accreditation. This subject is covered as part of the *Children and Teen Services Policy*.

Comments

The draft *Children and Teen Services Policy* has been updated from the 2015 policy with improvements to language and updates to legislative requirements. Staff worked to harmonize language within the draft policy and other policies, both recently passed and currently in draft.

Outlined below are the policy sections with information on changes.

- **Collections**
 - Updated language to mimic the newly passed *Collection Development Policy* update
- **Library Spaces**
 - No significant updates
- **Programs**
 - Updated to **Programming and Outreach**
 - Provided more significant language for framework used for programming/outreach offerings to children and teens
- **Access to Information**
 - Adjusted ages for cards for children/teens to better work within the framework legally required for DVD borrowing, i.e., 14 A ratings
- **Advocacy**
 - No significant updates
- **Parental / Caregiver Responsibility**
 - Moved language previously found in other areas of the policy to this new heading
- **Unattended Children**
 - No significant updates
- **Reporting Child Abuse and Neglect**
 - Updated to **Duty to Report** to mimic the legislative language
 - Updated in relation to the *Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1*

Report No: 2022-14
CORPORATE SERVICES
Board Date: July 11, 2022

- **Related Documents**
 - Expanded and updated references

In updating the policy, staff worked to use more plain language and to harmonize language across this and other policies.

Conclusions

The updated *Children and Teen Services Policy* will provide staff and customers with clear guidelines and expectations for children, teens and their families at the Oxford County Library.

SIGNATURE

Departmental Approval:

Original signed by:

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Draft *Children and Teen Services Policy (2022)*

Attachment 2 – Current *Children's and Young Adult Services Policy*, as approved by the Library Board March 16, 2015



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Children and Teen Services Policy

BACKGROUND

Oxford County Library offers many services and programs for the benefit of children, teens, and parents/caregivers. These programs aim to build community, foster literacy, and promote use of the public library.

Services to children and teens will be based on the principles stated in the Ontario Library Association's *Children's Rights in the Library (1998)* and *Teen's Rights in the Public Library (2010)*.

Levels of service vary between branch tiers, as outlined in the library's *Service Delivery Policy*.

PURPOSE

This policy serves to provide parameters for the development and implementation of services, spaces, collections and programs for children and teens at the Oxford County Library.

PROCEDURES

Oxford County Library creates customer-centred services and works to support the unique nature and diverse needs of our individual branch communities and the various age groups served through direct consultations.

Collections

1. Comprehensive collections for children and teens will be provided in accordance with the library's *Collection Development Policy*.
2. Collections for children and teens will reflect the diverse and evolving needs and interests of those for which they are intended.
3. In the selection of materials, professional staff will give consideration to:
 - a. Canadian, Indigenous, and local authors and content
 - b. Award-winning titles
 - c. Representations of diverse experiences
 - d. Non-fiction material that complements the local school curriculum
 - e. Age-appropriate formats.
4. Access to collections will not be restricted based on age of the borrower, except where restrictions are mandated in accordance with provincial or federal legislation.

Library Space

1. The library will dedicate areas for children and teens, and their collections in each branch, where possible.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

2. Library spaces for children and teens will be distinct from adult spaces and include furnishings and amenities that will provide a welcoming, safe and inclusive atmosphere.

Programming and Outreach

1. Oxford County Library will provide programming and outreach for children, teens and their parents/caregivers that will:
 - a. stimulate creative potential
 - b. promote an inclusive environment
 - c. encourage and facilitate a culture of literacy and independent learning
 - d. provide equitable access
2. The number of participants may be restricted for any program based on facility size, fire department limits, available staff supervision, health and safety recommendations, etc. Limits will be enforced by the staff person in charge of the program.

Access to Information

1. All children and teens will have equal access to the full range of services available to other users.
2. All children and teens are eligible for an Oxford County Library card.
 - a. Parents/caregivers may apply on behalf of their child, up to and including the age of 13.
 - b. Once the individual has reached the age of 14, and can provide their own identification, they may apply without parental consent.
3. The full range of qualified staff skills, collections, equipment and methods will be used to answer all customer requests, regardless of age.
4. Library staff will not censor material or information, unless required by law.
5. All children's and teens' requests will be answered without judgement, with confidentiality and with respect.

Advocacy for Children and Teens

The library will advocate for children and teen services in the community by:

1. collaborating with agencies to promote early literacy, a culture of reading, life-long learning, diversity, inclusion; as well as children and teen health, well-being, and individual needs;
2. seeking support for children and teen services from community organizations, fundraising, donations, etc.;



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

3. networking with other agencies who provide service to children and teens in the community, region and province;
4. communicating with principals, teacher librarians and teachers in the community.
5. promoting services and collections to benefit local children and teen groups/agencies such as schools, daycares, etc.;
6. welcoming tours and class visits for all Oxford County schools, home-school groups, and other groups and agencies that support children and teens.

Parental / Caregiver Responsibility

1. Oxford County Library believes in the freedom of the individual and the rights and obligations of parents and caregivers to develop, interpret, and maintain their own code of values as a family. In support of this belief, parents/caregivers are responsible for the library collections, technologies, services and programs accessed by their children.
2. Library staff cannot act in place of, or absence of, a parent/caregiver. Staff are not responsible for enforcing restrictions which a parent/caregiver may place upon a minor's use of library collections, technologies, services and/or programs.
3. Parents/caregivers are responsible for the supervision of the child(ren) in their care while accessing library services and programs. All customers of the library must abide by the library's *Code of Conduct*.

Unattended Children

1. The library is a public place and parents/caregivers are responsible for children's supervision and behaviour at all times.
2. Library staff are not caregivers and do not assume responsibility for children in the library.
3. Library staff are obligated to call the police or the Children's Aid Society if they believe a child to be in need of protection and their parents/caregivers are not available.

Duty to Report

All staff members of the Oxford County Library are obligated under the Ontario *Child, Youth and Family Services Act (2017)* to report suspicions of physical, emotional, and sexual abuse of children under the age of 16. According to law, reporting must be done promptly and immediately by the individual who witnesses or suspects that a child has experienced harm or is at risk of being harmed.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

References and Related Documents

Oxford County Library Policies

Oxford County Library. (May 2017). *Service Delivery Policy*.

<https://www.ocl.net/Portals/OxfordCountyLibrary/Documents/policies/Service%20Delivery%20Policy%202017.pdf>

Oxford County Library. (2022, June). *Code of Conduct*.

https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Code%20of%20Conduct_2022.pdf?ver=2022-06-23-131235-147

Oxford County Library. (2022, June). *Collection Development Policy*.

https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Collection%20Development%20Policy_2022.pdf?ver=2022-06-23-131235-147

Legislation

Child, Youth and Family Services Act, 2017, S.O. 2017, c.14, Sched.1

Position Statements

Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*. CFLA-FCAB.

<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

Ontario Library Association. (1998, November). *Position on Children's Rights in the Library*. OLA: Ontario Library Association.


<https://accessola.com/wp-content/uploads/2020/08/1998-OLAChildrensRightsLibrary.pdf>

Ontario Library Association. (2010, June). *Teen's Rights in the Public Library*. OLA: Ontario Library Association.

https://accessola.com/wp-content/uploads/2020/08/2010-OLAPosition_TeenRights.pdf

Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association.

https://accessola.com/wp-content/uploads/2020/08/2020_OLAIntellectualFreedomStatement.pdf

		OXFORD COUNTY LIBRARY BOARD POLICY MANUAL	
Board Motion Number:	2015-08	Date of Review:	
Date Approved:	March 16, 2015	Chairperson's signature:	

CHILDREN'S & YOUNG ADULT SERVICES

BACKGROUND

Oxford County Library offers many services and programs for the benefit of children and youth, parents/guardians, grandparents and caregivers. These programs aim to build community, foster literacy, and promote use of the public library.

Programming refers to recreational, educational or cultural events or activities sponsored by the library. They can take place in the library, and/or in the community, and/or online. They can be ongoing, in a series, or one-time events. Programs are used to provide information, increase awareness and promote use of the library's services. (Source: Ontario Public Library Guidelines, 6th ed.)

Levels of service vary between branch tiers, as outlined in the *Service Delivery Policy*.

PURPOSE


Oxford County Library will provide appropriate materials, resources, and reader's advisory services to children and young adults to meet their informational and recreational needs. Services to children and young adults will be based on the principles stated in the Ontario Library Association's *Children's Rights in the Library (1998)* and *Teen's Rights in the Public Library (2010)*.

PROCEDURES

Oxford County Library creates client-centred services and works to support the unique nature and needs of our individual branch communities and the various age groups served. To that end, user populations, including children, young adults, and parents, will be consulted on an ongoing basis, as appropriate and as resources allow, to ensure that programs and services are meeting needs.

Section 1: Collections

- a. The CEO/Chief Librarian will ensure the maintenance and organization of comprehensive children's and young adults' collections based on the Oxford County Library Collection Development Policy.
- b. The children's and young adults' collections will meet high standards of quality and reflect changes in society and the evolving interests of children and youth.
- c. In the selection of materials, staff librarians will give consideration to:

		OXFORD COUNTY LIBRARY BOARD POLICY MANUAL	
Board Motion Number:	2015-08	Date of Review:	
Date Approved:	March 16, 2015	Chairperson's signature:	

- i. Canadian authors and content
- ii. Award-winning titles
- iii. Non-fiction material that complements the local school curriculum
- iv. Age appropriate formats.

Section 2: Library Space


- a. The library will dedicate areas for children, young adults, and their collections in each branch. These areas will include appropriate furnishings and amenities that will provide a welcoming atmosphere.

Section 3: Programs

- a. The library system will provide programming for children, teens, and parents, both in and outside of the library, to stimulate creative potential and to encourage and facilitate a culture of reading, independent learning and use of the library.
- b. Number of participants is restricted for all programs based on the size of the facility, fire department limits, available staff supervision, etc., and will be enforced by the staff person in charge of the program.
- c. There may be a limit on the number of children per accompanying adult. This limit may be enforced by the program staff, as the program may be designed for maximum benefit of one-on-one interaction. Leniency is given to parents with more than one child in the same age group.
- d. Library programs may require advance registration. Participants who miss two consecutive weeks without advising program staff in advance may be asked to forfeit their reservation to another interested individual.
- e. Parents/guardians must remain in the library building while their child is participating in a preschool program.

Section 4: Access to Information

- a. All children will have equal access to the full range of services available to other users.
- b. Any child is eligible for an Oxford County Library card. Parents/guardians may apply on behalf of their child, up to and including the age of 12. Once the individual has reached the age of 13, and can provide their own identification, they may apply without parental consent.
- c. Any child with or without a library card may use the services and collections within all OCL branches.

		OXFORD COUNTY LIBRARY BOARD POLICY MANUAL	
Board Motion Number:	2015-08	Date of Review:	
Date Approved:	March 16, 2015	Chairperson's signature:	

- d. The full range of qualified staff skills, collections, equipment and methods will be utilized to answer all customer requests, regardless of age.
- e. In accordance with the 1998 Ontario Library Association's *Statement on the Intellectual Rights of the Individual*, staff will not censor material. While library staff will assist a young person in finding materials, they do not act in place of a parent. Parents/guardians are responsible for supervising all aspects of their children's library use.
- f. All children's and young adults' requests will be answered without judgment, with confidentiality and with respect.

Section 5: Advocacy for Children and Young Adults

The library will advocate for children's and young adults' services in the community by:


- a. Collaborating with agencies to promote early literacy, a culture of reading, life-long learning and children's and young adults' health and well-being
- b. Seeking support for children's and young adults' services from community organizations, fundraising, donations, etc.
- c. Networking with other agencies who provide service to children and young adults in the community, region and province
- d. Communicating with principals, teacher librarians and teachers in the community
- e. Promoting services and collections to groups/agencies which could benefit from them (schools, daycares, etc.)
- f. Welcoming class visits and orientation for school children and home schooled children.

Section 6: Unattended Children

The Library is a public place and parents/guardians/caregivers are responsible for children's supervision and behaviour at all times. Staff members are not caregivers and do not assume responsibility for children in the library. Library staff are obligated to call the police or the Children's Aid Society if they believe a child to be in need of protection and parents are not available.

Section 7: Reporting Child Abuse and Neglect

The entire staff of Oxford County Library is obligated under the Ontario *Child and Family Services Act* to report suspicions of physical, emotional, and sexual abuse of children under the age of 16. According to law, reporting must be done promptly and immediately by the individual who witnesses or suspects that a child has experienced harm or is at risk of being harmed.

		OXFORD COUNTY LIBRARY BOARD POLICY MANUAL	
Board Motion Number:	2015-08	Date of Review:	
Date Approved:	March 16, 2015	Chairperson's signature:	

Related documents:

Oxford County Library Board. *Service Delivery Policy.*

Oxford County Library Board. *Collection Development Policy.*

Oxford County Library Board. *Rules of Conduct.*

Ontario Library Association. *Position on Children's Rights in the Library.*

Teen's Rights in the Public Library.

Statement on the Intellectual Rights of the Individual.

Ontario Public Library Guidelines Monitoring and Accreditation Council. *Ontario Public Library Guidelines, 6th ed. Sections 4.5 and 4.6.*

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

Internet Access and Technology Policy

RECOMMENDATION

1. That the Library Board approve the revised, renamed and updated Internet Access and Technology Policy as attached to Report No. 2022-15

REPORT HIGHLIGHTS

- The draft Internet Access and Technology Policy, Attachment 1, has been significantly updated from the 2018 Computer Use and Public Internet Access Policy, Attachment 2.
- The policy update is required as part of the library’s re-accreditation process by the Ontario Public Libraries Guidelines Council.

Implementation Points

The new *Internet Access and Technology Policy* will be distributed to staff, once approved. Library Leadership will also review policy highlights with staff in any upcoming staff meetings.







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)

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

DISCUSSION

Background

The Library Board last reviewed the *Computer Use and Public Internet Access Policy* as part of the November 19, 2018 meeting. As a provincially accredited library, Oxford County Library is required to review policies and make updates and changes to policy as part of the re-accreditation process.

The 2022 guidelines require the following policy statements:

- Free Access to Public Computers
- Acceptable Use of Library's Electronic Systems
- Internet Filtering and Control of Information

All of these requirements have been fulfilled as part of the draft *Internet and Technology Policy*.

The draft policy has been revised and updated to provide staff and the public better guidance to the use and responsibilities for library technology and internet access.

Comments

The draft *Internet and Technology Policy* has been significantly changed and updated from the 2018 *Computer Use and Public Internet Access Policy*. The restructuring and expanding of the policy was done with technology changes in mind, as well as to improve understanding and readability.

Outlined below are the policy sections found in the 2018 policy with information on changes made for the 2022 draft policy.

- **Access to the Public Network**
 - Updated language and structure for clearer reading and understanding.
 - Provided parameters for service for technology and computer use, as well as the wireless network.
- **Reliability of Information on the Internet**
 - Changed to **Customer Responsibilities**
 - The subsections of Privacy, Prohibited Use, Responsible Use, and Compliance were separated to draw attention to each requirement.
 - Removed the reliability of information – as that should be well established to customers at this point in time.
- **Access to the Public Network by Children**
 - Changed to **Children and Teen Use of Internet and Technology**
 - Aligned language with the *Collection Development Policy* and draft *Children and Teen Services Policy*.
 - Expanded information on filtering software and alternatives for compliance with the 2022 guidelines for accreditation.
 - Added Parental / Caregiver Responsibility section and aligned with the draft *Children and Teen Services Policy*.

Report No: 2022-15
CORPORATE SERVICES
Board Date: July 11, 2022

- **Assistance from Staff**
 - Adjusted language to all technology help with more information on services available, including mobile printing.
- **New – References and Related Documents**
 - This section was added to align with recent policies. The original policy had similar information available in the header for the policy.
 - Staff removed reference to internal County policies.

In revising the draft *Internet and Technology Policy*, staff worked to use clear language and to harmonize the information across other recent policies. Staff also worked to expand the policy to fit the ongoing changes to usage and technology available in library spaces and for loan.

Conclusions

The draft *Internet and Technology Policy* will provide staff and customers with clear guidelines and expectations for use of library technology and wireless network.

SIGNATURE

Departmental Approval:

Original signed by:

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Draft *Internet and Technology Policy (2022)*
Attachment 2 – *Computer Use and Public Internet Access Policy (2018)*



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Internet Access and Technology Policy

BACKGROUND

The Oxford County Library is committed to providing internet access and technology to members of the public. It is the goal of the Oxford County Library to provide equitable access to ideas and knowledge while maintaining a welcoming and supportive environment for all.

PURPOSE

This policy provides a framework that demonstrates Oxford County Library's commitment to open and equitable access to technology and internet services that meet the changing needs of the community.

PROCEDURES

Oxford County Library, with support from the County of Oxford, provides access to technology and internet resources to ensure equitable access to information.

Customers using Oxford County Library's equipment and wireless network must abide by the library's *Code of Conduct*.

Library staff, at all locations, are committed to supporting customer's access to the internet and technology use through both informal and formal assistance and training where available.

Access

Oxford County Library provides access to technology resources and internet services to promote digital literacy and open access to information and online resources to everyone.

1. Public Computers / Technology

- a. All library customers will have access to in branch technology. Library members have access to OCL's public computers. Non-registered visitors may request a guest pass to use the library's public computers.
- b. The library reserves the right to set time limits or ask customers to limit their time on the public computers and/or other technology. Staff may adjust computer time and scheduling as necessary to ensure equitable access.
- c. Food and drinks are not allowed in the public computer or makerspace areas of all Oxford County Library branches.
- d. Computer / Technology Use may be denied if a customer's behaviour violates the library's *Code of Conduct*.
- e. Access to library technology / computers will be limited within 10 minutes of closing.

2. Public Wi-Fi Network



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

- a. The library's public wi-fi network is available to everyone.
- b. Wi-fi users must accept the County of Oxford's Public Access Terms and Conditions in order to use the network.
- c. The library's wi-fi network is an unsecured connection. Use of the network is at the users' own risk. Those using the network are responsible for ensuring that their device is equipped with up-to-date security software.
- d. The Oxford County Library and the County of Oxford assume no responsibility for any compromised information or loss through use of the public wi-fi network. This includes, but is not limited to:
 - i. Electrical surges;
 - ii. Disruption of wireless service;
 - iii. Loss or theft of equipment;
 - iv. Security issues, hacking and viruses.

Customer Responsibilities:

1. Privacy

- a. Customers are reminded that the computer workstations and the public wireless network are provided in a public area, therefore privacy is not guaranteed. Others may involuntarily be exposed to material displayed on a computer monitor.
- b. Customers must respect the privacy of others when using the Library's Internet connections.

2. Prohibited Use

- a. Users of the Library's public computers, technology and public wireless network are subject to federal, provincial, and municipal laws, including provisions of the *Criminal Code*. Customers shall not access, receive or transmit content that:
 - i. displays overt sexual images
 - ii. violates any Canadian legislation such as defamatory, discriminatory, copyrighted, fraudulent, harassing, or obscene materials

3. Responsible Use

- a. Customers shall not tamper with or willfully damage equipment.
- b. Customers are responsible for any damage or loss that may result from their use of technology resources, including items found in the library's Makerspaces.
- c. Customers are required to pay the repair or replacement costs for damaged devices, equipment or studio spaces.
- d. Failure to return digital devices or equipment borrowed will result in lost fee charges.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

- e. Removal of any digital device or equipment without authorization is considered theft and may lead to legal prosecution.
- f. The library is not obligated to provide an electrical source.
- g. All library customers are expected to use headphones/earbuds when accessing sound files.

4. Compliance

- a. Library staff are authorized to end the customer's computer / technology session if they are disturbing others, or are in violation of this policy or *Code of Conduct*.
- b. Anyone who misuses library technology or internet access may have privileges restricted or suspended. Repeated misuse will result in removal from the library and/or suspension of all library privileges, exclusion from the library and/or prosecution.
- c. Customers who attempt to use library computers, internet access or technology for unlawful purposes or to install, modify or delete software will result in removal from the library and/or suspension of all library privileges, exclusion from the library and/or prosecution.

Children & Teen Use of Internet and Technology

Oxford County Library believes in the freedom of the individual and the rights and obligations of parents and caregivers to develop, interpret, and maintain their own code of values as a family. In support of that belief, parents/caregivers are responsible for supervising or restricting the use of library technology by the children in their care.

Children and teens are entitled to access all information, equipment, and services in the library.

1. Filtering Software

- a. The library's computers and/or tablets are not filtered. Public awareness and parental guidance remain key to making the best possible use of all library technology.
- b. Children's tablets / computers are available in many library locations. These workstations pre-loaded with selected games and activities that do not require an internet connection. Parents are encouraged to review the games on these devices for use by children in their care.

2. Parental / Caregiver Responsibility

- a. Parents/caregivers are responsible for any damage or loss that may result from a child's use of technological resources, including access privileges to materials or online content they deem appropriate.
- b. Library staff cannot act in place of, or absence of, a parent/caregiver and is not responsible for enforcing restrictions which a parent/caregiver may place upon a minor's use of technology.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Staff Assistance:

Oxford County Library staff are committed to help people use or learn about available technology. Staff are available at all branches to provide basic technology assistance. One-on-one assistance is available at select branches and can be made available to customers at any location by advanced request.

Limited staff assistance may be available to those accessing the public wireless network with personal devices. Mobile printing is available at select branches and may be sent from anywhere over the internet. Staff have the right to hold any print job pending payment.

References and Related Documents

Oxford County Library Policies

Oxford County Library. (2022, June). *Code of Conduct*.

https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Code%20of%20Conduct_2022.pdf?ver=2022-06-23-131235-147

Legislation

Criminal Code, R.S.O. 1990, c. H. 19.

Position Statements

Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*. CFLA-FCAB.

<http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

Ontario Library Association. (1998, November). *Position on Children's Rights in the Library*. OLA: Ontario Library Association.

<https://accessola.com/wp-content/uploads/2020/08/1998-OLAChildrensRightsLibrary.pdf>

Ontario Library Association. (2010, June). *Teen's Rights in the Public Library*. OLA: Ontario Library Association.

https://accessola.com/wp-content/uploads/2020/08/2010-OLAPosition_TeenRights.pdf

Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association.

https://accessola.com/wp-content/uploads/2020/08/2020_OLAIntellectualFreedomStatement.pdf



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Policy No.	2018-26	Date of Review:	2022
Date Approved:	November 19, 2018	Chairperson's signature:	
Reference Policies:	County of Oxford General Policy Manual 8.0 Electronic Communication: <i>8.04 Technology Use; 8.08 Purchase & Disposal of Information Technology (IT) Hardware, Software, & Services</i>		

COMPUTER USE AND PUBLIC INTERNET ACCESS POLICY

BACKGROUND

The provision of computers and internet access to members of the public supports the library's values statement to encourage and support lifelong learning. It is the goal of the Oxford County Library to provide equitable access to ideas and knowledge.

PURPOSE

This policy serves to provide parameters for the public use of library computers and internet access through wired and wireless service.

PROCEDURES

Computer Use and Public Internet Access Policy

Oxford County Library provides Internet access, through wired and wireless service, to ensure equitable access to information and online resources. All users of the Library's public computers and wireless network must abide by the Library's Code of Conduct.

Access to the Public Network:

Users must be a registered patron with a valid library card and have signed a Computer Use Agreement. Non-registered visitors may request a guest pass to use the Library's public computers.

The Library reserves the right to set time limits or ask users to limit their time on the public computers. The staff reserve the right to adjust computer time and scheduling as necessary to ensure equitable access. Access to computers within 10 minutes of closing time may be denied.

The library is not obligated to provide an electrical source. Users must supply their own wireless equipped devices and all hardware and software in order to use the library's public wireless network.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

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The Library's wireless access network is an unsecured connection to the Internet and visitors to the Library use this network at their own risk. The public wireless network may be restricted to branch open hours. Users of the public wireless network are responsible for ensuring that their device is equipped with up-to-date security software. Oxford County Library and the County of Oxford assume no responsibility for any compromised information or loss through the use of the public wireless network. This includes, but is not limited to:

- electrical surges
- disruptions to wireless service
- loss or theft of equipment
- security issues, hacking, and viruses

Reliability of Information on the Internet:

The Internet is a gateway to information resources for a variety of ages and audiences. Users should consider the authority, accuracy, objectivity, and currency of the information presented. Users are responsible for assessing the validity of the information they find on the Internet.

Library users are reminded that the computer workstations and the public wireless network are provided in a public area, therefore privacy is not guaranteed. Others may involuntarily be exposed to material displayed on your computer monitor. Users are asked to respect the privacy of others when using the Library's Internet connections. All library users are expected to use headphones/earbuds when accessing sound files. Library staff are authorized to end the user's computer session if they are disturbing others, or are in violation of the Library's Computer Use and Internet Access Policy or Code of Conduct.

Users of the Library's public computers and public wireless network are subject to federal, provincial, and municipal laws, including provisions of the Criminal Code. Clients may not access, receive or transmit content that:

- displays overt sexual images
- violates any Canadian legislation such as defamatory, discriminatory, copyrighted, fraudulent, harassing, or obscene materials

Users must not tamper with or willfully damage computer equipment.

Access to the Public Network By Children:

Library staff is not responsible for supervising or restricting children's use of the Internet. Children are entitled to access all information, equipment, and services in the library. The library's Internet workstations are not filtered. Children's use of the Internet is the responsibility of parents and guardians. Parents and caregivers are advised to be vigilant.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

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Assistance from Staff:

Oxford County Library staff will provide assistance with:

- access to library-owned computer equipment
- helping users to start their search for information
- access to online library resources such as the online library catalogue, databases, and eBooks

Limited staff assistance may be available to those accessing the public wireless network with personal devices. Users are reminded that printing is not available over the wireless network at this time.

Any violations of this Policy may result in cost-recovery charges, suspension of library privileges, exclusion from the library, and prosecution.

To: Oxford County Library Board

From: CEO/Chief Librarian

Membership and Circulation Policy

RECOMMENDATION

1. That the Library Board approve the revised, renamed and updated Membership and Circulation Policy as attached to Report No. 2022-16.

REPORT HIGHLIGHTS

- The draft Membership and Circulation Policy, Attachment 1, has been revised and updated from the 2017 Circulation Policy, Attachment 2.
- The policy update is required as part of the library’s re-accreditation process by the Ontario Public Libraries Guidelines Council.

Implementation Points

The new *Membership and Circulation Policy* will be distributed to staff, once approved. Library Leadership will also review policy highlights with staff in any upcoming staff meetings.







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)

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

DISCUSSION

Background

The Library Board last reviewed the *Circulation Policy* as part of the December 11, 2017 meeting. As a provincially accredited library, Oxford County Library is required to review policies and make updates and changes to policy as part of the re-accreditation process.

The 2022 guideline requires the following information be part of a circulation policy:

- Who may borrow material;
- What may be borrowed;
- Loan periods;
- Overdue loans and penalties;
- Renewal of loans;
- Reserving loans;
- Lost or damaged materials;
- Circulation records.

All of these requirements have been fulfilled as part of the draft *Membership and Circulation Policy*.

The draft policy has been revised and updated to provide staff and the public with better guidance to requirements for library membership and borrowing services.

Comments

The draft *Membership and Circulation Policy* has been renamed, revised and updated from the 2017 *Circulation Policy*. The restructuring and expanding of the policy was done to improve understanding and readability.

Outlined below are the policy sections with information on changes made for the 2022 draft policy.

- **Background**
 - This section was expanded to include information on the types of materials that are made available for loan as required by the 2022 Guidelines.
 - Information regarding the 2018 elimination of fines was also moved to this section of the policy.
- **Purpose**
 - Language in this section was simplified to provide quick details to the purpose of the policy.
- **Access to Library Services**
 - This section was removed with language being moved to other areas of the policy.
- **Library Membership** – formerly **Library Cards**

Report No: 2022-16
CORPORATE SERVICES
Board Date: July 11, 2022

- Removed the requirement to sign the card to agree to policies and procedures of the library. This is to remove a potential barrier should the library move away from or allow digital cards to replace physical cards.
- Expanded information on Children/Teen cards and adjusted the age of requirement for each card type to align with the draft *Children and Teen Services Policy*.
- Expanded information on Community Cards (formerly called Institutional Cards), including responsibility for said cards.
- **New – Borrowing Privileges and Responsibilities**
 - Section added with subsections from 2017 policy still under this heading.
 - Added **Conditions of Membership** to better outline expectations of Library card holders.
 - **Borrowing** – formerly **Loan Periods**
 - Specific information regarding loan periods was removed to help keep the policy current.
 - Updated information regarding current “automatic renewal” procedures.
 - Updated information regarding overdue notices.
 - **Holds**
 - No significant changes
 - **Lost / Damaged Items** – formerly **Fines and Fees**
 - Provided staff discretion for reducing or waving the fee for lost / damaged items. Said discretion was only provided to Headquarters staff previously.
 - Adjusted Refund timeline to six (6) months, from two (2) years.
 - **Suspension of Borrowing Privileges**
 - New section added to outline the procedures currently in place for suspension of borrowing for outstanding material / fees.
 - Aligned Teen cards to Children’s cards to allow more flexibility.
- **Interlibrary Loan**
 - Updated to include current practices for Interlibrary Loan that were put in place after the provincial cuts to the service in 2019.
 - Updated language regarding the borrowing of material with a financial penalty (items that have a cost for the library to borrow).
- **Confidentiality of Personal Information**
 - Updated to include information on the library’s *Privacy and Access to Personal Information Policy*.
- **References and Related Documents**
 - Updated to align with recent policies.

In revising and updating the draft *Membership and Circulation Policy*, staff worked to use clear language and to harmonize information across other recent policies.

Conclusions

The draft *Membership and Circulation Policy* will provide staff and customers with clear guidelines and expectations for acquiring a library membership and borrowing materials from the Oxford County Library.

Report No: 2022-16
CORPORATE SERVICES
Board Date: July 11, 2022

SIGNATURE

Departmental Approval:

Original signed by:

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – *Draft Membership and Circulation Policy (2022)*
Attachment 2 – *Circulation Policy (2017)*



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

Circulation Policy

BACKGROUND

The Oxford County Library provides a wide variety of lending material available in both physical and digital formats. These items are freely available to all those that hold an Oxford County Library card.

The library ensures fair conditions and equitable access for library membership and borrowing privileges, while protecting resources in a responsible manner and in accordance with the *Public Libraries Act*, R.S.O. 1990, c. P.44.

In an effort to reduce barriers to access, the Oxford County Library Board eliminated the collection of overdue fines for materials in 2018.

PURPOSE

This policy serves to provide parameters for membership, borrowing of materials and all other related services at the Oxford County Library.

PROCEDURES

Library Membership

1. Oxford County Library provides free membership to all Oxford County residents. Staff may request identification with the applicant's current address (photo ID preferred).
2. Once obtaining a library card, borrowers agree to abide by the policies and procedures of the library. Cardholders are responsible for any items borrowed on the card, until a card is reported lost or stolen.
3. Oxford County Library participates in reciprocal borrowing agreements with other libraries in Southwestern Ontario. Libraries included in this agreement are:
 - a. County of Brant Public Library
 - b. Elgin County Library
 - c. Middlesex County Library
 - d. Norfolk County Public Library
 - e. Region of Waterloo Library
 - f. London Public Library
 - g. St. Mary's Public Library
 - h. Stratford Public Library

Residents of communities in the reciprocal borrowing agreement are welcome to apply for an Oxford County Library card. Oxford County Library members may also visit any of the above listed libraries with identification and their OCL card to obtain a library membership at that location.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

4. Non-residents who do not live in areas with reciprocal borrowing privileges may apply for a library card by presenting proof of home address.
5. Children and teens are eligible for an Oxford County Library card.
 - a. Parents/Caregivers may apply on behalf of their child, up to and including the age of 13.
 - b. Teens, 14 years old and over, may apply for a library card without parental consent, provided they can provide their own identification. Examples of identification include: a student ID Card, a bill or recent piece of mail with name and address, a report card.
 - c. Library card applications may be made available for teachers and/or care providers to have cards prepared for children in anticipation of class visits and/or tours. Applications for children ages 13 and under must be signed by a parent/caregiver in order for the card to be issued.
6. Staff members of Oxford County daycare centres, institutions, schools, agencies, organizations and supportive housing facilities may apply for a community card. Community card applications requires the signature or letter of intent of an administrator, manager or principle of the organization who is authorized to accept financial responsibility for the organization. The staff member seeking a community card must present proof of affiliation with the group or institution.

Community cards carry additional conditions for use:

- a. Community cards cannot be used for personal use.
- b. Oxford County Library reserves the right to impose limitations on the amount and type of material available, or to shorten/extend the loan period.
- c. Library digital media and DVDs are for personal use only, unless otherwise stated. Organizations that wish to make use of library media must obtain a public performance license to use these collections in a public setting.
7. Library cards expire two years from the date of registration and may be renewed with verification of the card holder's current address. A card may not be renewed if the account status is Blocked.
8. A replacement fee may be charged for any lost or damaged card.

Borrowing Privileges and Responsibilities

Equal access to library services and materials depends on the reasonable use of such services and materials by all library members.

Conditions of Membership

Library members shall:

1. Present a valid Oxford County Library card when borrowing material or requesting account information.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

2. Report any changes to one's information as soon as possible. Lost or stolen cards should be reported to any branch library immediately.
3. Pay any fees incurred for damage or lost library material.

Borrowing

1. Loan periods and lending limits may vary. Please refer to the Oxford County Library website for the most up to date information.
2. Extended loan period requests may be granted, subject to staff discretion, and is based on the number and types of material available.
3. The library reserves the right to limit the loan period and/or number of items borrowed on the basis of local demand and material supply.
4. Materials may be returned to any Oxford County Library branch.
5. The library automatically renews all eligible library materials until items reach their maximum renewal limit. Customers may opt-out of this service.
6. Items not eligible for renewal include:
 - a. Items with holds
 - b. Quick Picks
 - c. DVD Binge Boxes
 - d. Park Passes
 - e. Other specialty collections
7. The library reminds customers to return overdue materials through a series of mailed, emailed notices culminating in a bill for lost material after 12 weeks.

Holds

1. Customers may place a hold on any item owned by the library or on order.
2. Customers may place holds via the library's online catalogue, in person at any branch, or by telephone during open hours.
3. When a hold is available, the customer will be notified by email, text message or auto phone service. Hold materials are held at the requested branch location for seven (7) days. If items are not picked-up within the seven (7) days, the hold will be removed.
4. Customers may cancel or suspend holds via the library's online catalogue, in person at any branch or by phone during open hours.

Lost / Damaged Items

1. Library members shall report lost or damaged items at the earliest possible opportunity.
2. Charges for lost / damaged items are based on the cost of each individual item. At the discretion of staff, a lost / damage fee may be reduced or waived depending on the age of the item and the circumstances of the situation.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

3. Repeated loss, damage or misuse of library material will result in the suspension of library privileges, exclusion from the library and/or prosecution.
4. Replacement copies or donations in lieu of payment may not accepted.
5. Refunds will be issued for lost items returned to the library in good condition within six (6) months after the charges for the item have been paid. Lost and paid material charges will first be applied to any further outstanding charges on the customer's account, any remaining balance will be refunded.
6. Refunds of \$10 or less will be issued by branch staff by cash or as a credit on the customer's account. Amounts over \$10 will be issued by cheque.

Suspension of Borrowing Privileges

1. Borrowing privileges will be suspended when library members have fees and/or overdue materials in excess of the maximum allowable amount.
 - a. Adult Card Maximums:
 - i. Ten (10) overdue items
 - ii. \$30 or more in fees
 - b. Child / Teen Card Maximums:
 - i. Twenty (20) overdue items
 - ii. \$50 or more in fees
2. Accounts suspended due to overdue items or outstanding balances will be reactivated when the total number of overdue items or balance owing falls below the threshold.

Interlibrary Loans (ILLO)

Oxford County Library is committed to resource-sharing with other libraries in order to help meet the needs of our library members' educational and entertainment needs. To meet those needs, the library participates in the Information Network For Ontario (INFO) system.

1. Oxford County Library customers with a valid library card may request the loan of items not in the library's collection through ILLO at any branch or online using the requested module.
2. The library limits the number of requests per borrower in order to keep the service as cost effective as possible.
3. The library may limit the formats available for lending/borrowing through this service.
4. The library will not borrow items that have a financial penalty imposed by the lending institution.
5. Items borrowed for a customer through the ILLO service will have a standard loan period, unless otherwise specified by the lending institution.
6. ILLO items are not available for automatic renewal. Renewal of borrowed items are at the discretion of the lending institution.
7. Customers with overdue ILLO items will be subject to a suspension of borrowing privileges until the ILLO item is returned.
8. The loss of an ILLO item will result in the termination of ILLO borrowing privileges.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:		Date of Review:	
Date Approved:		Chairperson's signature:	

9. ILLO items not picked up within seven (7) days after being notified may result in the loss of ILLO privileges.

Confidentiality of Personal Information

Oxford County Library respects the privacy of all library members and will keep all information related to membership confidential in accordance with the Library's *Privacy and Access to Personal Information Policy*.

1. Identification documents are used to verify name and address only when applying for a library membership. No other information on the document(s) presented is kept or recorded.
2. Confidentiality of all personal information held by Oxford County library in matters relating to lending services is governed by the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, and related County of Oxford policies, including: *Anti-Spam Policy* and *Access and Privacy Policy*.

References and Related Documents

Oxford County Library Policies

Oxford County Library. (2015, June). *Privacy and Access to Personal Information Policy*. <https://www.ocl.net/Portals/OxfordCountyLibrary/Documents/policies/Protection%20of%20Privacy%20and%20Access%20to%20Information%20Policy.pdf>

County of Oxford Policies

County of Oxford. (2014, August). *Anti-Spam Policy*.

County of Oxford. (2019, November). *Access and Privacy Policy*.

Legislation

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56

Public Libraries Act, R.S.O. 1990, c. P.44

Board Motion Number:	2017-30	Date of Review:	2021
Date Approved:	December 11, 2017	Chairperson's signature:	

CIRCULATION POLICY

BACKGROUND

Library lending services are provided under the authority of the *Public Libraries Act*, R.S.O. 1990, Chapter P.44.

The Act empowers the Library Board to make rules for the use of library services by the public.

PURPOSE

This policy serves to provide direction to library staff responsible for the circulation of library materials and to inform the public of the rules guiding the borrowing of these materials. Oxford County Library ensures fair conditions for library membership and borrowing privileges while protecting resources in a responsible manner and in accordance with the *Public Libraries Act*.

PROCEDURES

Access to Library Services

1. Any member of the public who possesses an Oxford County Library card and whose account is in good standing may borrow materials from the circulating collections and access online resources.
2. Any member of the public may use Oxford County Library materials within the branch, without a library card, unless the specific materials require a library card for access.
3. Materials may be borrowed for established periods of time, depending on material type. Under prescribed special circumstances, lending periods can be adjusted.

Library Cards

1. Free borrowing privileges are granted to any individual who registers for a card and signs the card. One piece of identification (photo ID preferred) with the applicant's current address is required as proof of identification.
2. Oxford County Library card holders may obtain free reciprocal borrowing privileges by presenting their Oxford County Library card and identification at a branch of: Brant County; Elgin County; Middlesex County; Norfolk County; Region of Waterloo; London; St. Marys; and Stratford.
3. By signing the card, the person agrees to abide by the policies and procedures of the Library. The person whose signature is on the card is responsible for all uses made of the card.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2017-30	Date of Review:	2021
Date Approved:	December 11, 2017	Chairperson's signature:	

4. Library cards remain the property of the Library. Library cards are not transferable, although the use of a card by a close family member or friend in exceptional circumstances (e.g. serious illness) may be allowed on a temporary basis at the discretion of branch staff.
5. Library cards expire two years from the date of registration and may be renewed with verification of current address. A card may not be renewed if the account status is Blocked.
6. Children age 12 and under require the signature of a parent/guardian on their library card to verify information and confirm parental consent. Parents/guardians are responsible for any bills incurred on the library card until the child reaches the age of 13.
7. Non-residents who do not live in areas with reciprocal borrowing privileges may apply for a library card by presenting proof of home address.
8. A person may register on behalf of a bona fide community group or institution to obtain an institutional library card. The registrant must present proof of address and proof of affiliation with the group or institution. The registrant is responsible on behalf of the group or institution for any loss or damage to items borrowed on the institutional card. All institutional cards must be approved by the Chief Librarian or designate.
9. Library card application forms will be available at each branch and on the library's website. Teachers may bring completed applications to any branch to have cards prepared for students in anticipation of class visits. Applications for children age 12 and under must be signed by a parent or guardian in order for the card to be issued. The parent/guardian must sign the card for subsequent use.
10. Card holders must report any changes to their information as soon as possible. Lost or stolen cards should be reported to any branch library immediately. Card holders who lose or damage their card may be charged a fee.
11. To avoid mistaken identity and to protect patron accounts, patrons will be requested to present their library card in order to borrow materials and use public computers.

Loan Periods

1. The standard loan period is 3 weeks. Exceptions to this include:
Book Club in a Bag sets – 8 weeks
Quick Picks (express collection) and dvds -- 1 week.
2. No limits are placed on the number of items that may be borrowed, with the exception of Quick Picks (limit of 2). The Library reserves the right to limit the number of in-demand items loaned to any patron.

Board Motion Number:	2017-30	Date of Review:	2021
Date Approved:	December 11, 2017	Chairperson's signature:	

3. Materials may be returned to any of the 14 branches. All branches are equipped with drop boxes to enable borrowers to return items at any time. Some materials should not be returned through the drop boxes but directly to library staff, e.g. Playaway Launchpads and Views, Kitchen Library items, eReaders, DAISY readers.
4. Library materials may be renewed prior to their due date twice to a maximum of three loan periods. Materials with holds cannot be renewed. Materials can be renewed in person at any Oxford County Library branch, by telephone during open hours, by e-mail, or online via the web catalogue. An active library card and Personal Identification Number (PIN) is required to renew materials.
5. Extended loan periods may be given upon request for projects and other special needs. Reference materials which do not circulate may be loaned for brief periods on special request or in exceptional circumstances as approved by the Branch Supervisor.
6. The library reminds borrowers to return overdue materials through a series of mailed or e-mailed notices culminating in a bill after 12 weeks for the replacement cost of the unreturned item.

Holds

1. Patrons may place holds on library materials which are held by the library or are on order. There is no limit on the number of holds.
2. Patrons may place holds in person at any branch with their library card, by telephone during open hours, or online via the library catalogue.
3. When a hold is available, the patron will be notified by e-mail, SMS text message, or autophone service. Hold materials are held at the pick-up branch for 7 days. After this time, the hold will be removed.
4. Patrons may cancel or suspend holds by notifying branch staff in person or by phone during library hours or via the library's web catalogue.

Interlibrary Loans (ILLO)

1. Oxford County Library recognizes that borrowers have varied reading interests. To meet as many of those reading needs as possible, the Library participates in the Information Network for Ontario Interlibrary Loan system. Books are borrowed for Oxford County Library patrons and Oxford County Library books are loaned to other libraries. Oxford County Library patrons with a valid library card may request the loan of books not in the collection through ILLO at any branch or online using the requests module. There is no charge for this service.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2017-30	Date of Review:	2021
Date Approved:	December 11, 2017	Chairperson's signature:	

2. The Chief Librarian may limit the number of requests per borrower.
3. Books borrowed through ILLO have the standard Oxford County Library 21 day loan period unless the lending library specifies a shorter loan period. ILLO items may be renewed at the discretion of the lending library to a limit of one week.
4. Oxford County Library books loaned to other library systems are loaned for 6 weeks to cover shipping and processing time.
5. Any financial penalties imposed by the lending library will be added to the patron's account.
6. The presence of overdue ILLO items on a patron account will block that account until the item is returned.
7. The loss of an ILLO book will result in the termination of ILLO privileges.

Fines and Fees

1. In an effort to reduce barriers to access, in 2018, the Library Board eliminated the collection of overdue fines.
2. The presence of 10 overdue items on an adult account and 20 overdue items on a child's account will result in the suspension of borrowing privileges. Privileges will be reactivated when materials are returned or renewed, bringing the number of overdue items below the threshold.
3. When patrons lose or damage library materials, they will be charged up to the full replacement cost of the item as indicated in the catalogue record. The charge to be levied for an older item will be determined by Headquarters staff. For damaged items, the Branch Supervisor will assess the item to determine if it can be repaired. If the damage is minimal, the financial charge may be waived. Borrowers may be permitted to keep the damaged item after the assessed cost has been paid. Repeated incidents of loss and/or damage by a patron will result in the suspension of borrowing privileges and may result in legal action.
4. If a lost item is found and returned within two years after the charges for the item have been paid, a refund may be issued. Lost and paid material charges will first be applied to any outstanding charges on the patron's account, and any remaining balance will be refunded. Refunds for less than \$10 will be issued by branch staff by cash or as a credit on the patron's account. All other refunds will be issued by cheque by the Oxford County Treasury Department.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Board Motion Number:	2017-30	Date of Review:	2021
Date Approved:	December 11, 2017	Chairperson's signature:	

Confidentiality of Personal Information

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