
Board Meeting

Meeting Date: May 16, 2024
Meeting Time: 1:00 p.m.
Location: The Boardroom at L.E. Shore or via Facebook Live
Prepared By: Jennifer Murley, CEO/Secretary of the Board

Mission: The Blue Mountains Public Library is a dynamic centre of community engagement where everyone can connect, explore and create.



When available, this Board meeting will be broadcast on the BMPL Facebook page and rebroadcast on the BMPL YouTube Channel. Technical difficulties with social media platforms are not sufficient reason to cancel/postpone a meeting. The Community is also welcome to be onsite for meetings, or to present in either E1 or E2.

A. Call to Order

- A.1 Moment of Reflection
- A.2 Indigenous Acknowledgement Statement

B. Agenda

- B.1 Approval of the Agenda

Recommended Motion

Moved by ___ and seconded by ___, THAT the Agenda of May 16, 2024, be approved as circulated, including any items added to the Agenda.

B.2 Declaration of Pecuniary Interest and General Nature Thereof

NOTE: Known pecuniary interests should be provided to the Board Secretary in writing and be noted as part of this agenda item. Should items arise during the meeting, the member shall make notice.

C. Reports to be “Received as Information”

NOTE: Before there is any discussion on the items listed below, they must be received by this Board. Additional recommendations outlined in any of these items, as well as any subsequent motions, will be addressed at the time of discussion.

Recommended Motion

Moved by ___ and seconded by ___, THAT this Board receive as information:

1. ADM.24.13 entitled “Draft Action Plan 2024”
2. ADM.24.14 entitled “Year 2: System Policy Review”
3. ADM.24.15 entitled “H&S and AODA Annual Policy Review”
4. ADM.24.16 entitled “New Policies”
5. ADM.24.17 entitled “By-Laws & Governance Policy Review”
6. ADM.24.18 entitled “CEO Service Update-May”

D. Minutes

D.1 Previous Minutes

Recommended Motion

Moved by ___ and seconded by ___, THAT this Board approve the Board minutes of April 18, 2024, as circulated/amended.

D.2 Business Arising from the Minutes

E. Communications with the Board

Deadline for registration is Monday, May 13 at 2:00p.m.

E.1 Deputations

None Scheduled

NOTE: In accordance with Ontario’s Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and Board policy, the Blue Mountains Public Library Board wishes to inform the public that all information including opinions, presentations, reports and documentation provided for or at an Open Meeting are considered part of the public record. This information may be posted on the Library website, included in Board packages, published in video record, and/or made available to the public upon request.

E.2 Public Input on the Agenda

NOTE: The Ministry of Heritage Sport Tourism & Culture Industries has directed Library Boards that meetings can proceed virtually as “Open” providing that the community may continue to participate virtually. Any individual may choose to register for a virtual link to participate in the Public Input virtually, or be present onsite for face to face meetings without registering. Said correspondence must meet the BMPL’s [BLG.2018.6.7 Public Input on Agenda Items](#) criteria.

In addition to Correspondence, any members of the public who would like to attend the Board Meeting virtually may do so by contacting LibraryCEO@TheBlueMountains.ca. Requests received prior to 4:00pm the *day prior* to the Board Meeting will be provided with internet and/or phone login information. Credentials are available one month prior to the meeting, so requests need not be made the day of. Login credentials are no longer being published due to the high rate of hacking occurring during the pandemic. Visitors may also attend in person without registering.

E.3 Correspondence

None at the time of agenda creation.

F. Strategic Plan Updates & Action Items

NOTE: To better facilitate this section, all reports and discussions have been identified. The Board may make decisions at any time and does not require a formal report or recommended motion to do so.

F.1 Action Planning

1. **Report:** ADM.24.13 entitled *"Draft Action Plan 2024"*

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board approve the 2024 Action Plan as circulated/amended.

F.2 Strategic Plan Pillar: Community Hubs

1. **Verbal Report:** CEO Update on the 2024 Arts & Crafts Walk
2. **Verbal Report:** CEO Update on the Blue Mountains Cultural Map
3. **Verbal Report:** CEO Update on the Multi-Use Recreation Feasibility Study

F.3 Strategic Plan Pillar: Organizational Excellence

1. **Report:** ADM.24.14 entitled *"Year 2: System Policy Review"*

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board approve the Systems policies as presented/amended:

- POL-SYS.2018.21: Access to Information and Protection of Privacy
- POL-SYS.2018.22: Code of Ethics: Board, Committees & Advisory Councils
- POL-SYS.2018.50: The Library and Political Elections
- POL-SYS.2018.52 Fundraising
- POL-SYS.2018.53: Planning
- POL-SYS.2018.54: Special Occasion Alcohol Use
- POL-SYS.2018.55: Values Statement
- POL-SYS.2018.88: Indigenous Acknowledgement
- POL-SYS.2018.89: Intellectual Freedom
- POL-SYS.2018.90: Finance
- POL-SYS.2022.02: Mission – Mandates
- POL-SYS.2022.03 Vision Statement
- POL-SYS.2023.02 IDEA

2. **Report:** ADM.24.15 entitled *"Annual H&S and AODA Policy Review"*

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board approve the H&S and AODA policies as presented/amended:

- POL-ADM.2018.45: Commitment to Health & Safety
- POL-ADM.2018.46: Fire Safety & Emergency Preparedness
- POL-ADM.2018.47: Work Alone
- POL-ADM-2018.48: Respectful Workplaces

- POL-ADM.2018.49: AODA Requirements and Employment for Individuals with Disabilities
- POL-ADM.2018.73.IN: Patron Complains and Incidents
- POL-ADM.2019.01 Fit For Work

3. **Report:** ADM.24.16 entitled “*New Policies*”

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board approve the two new policies, POL-ADM.2024.01.IN: Frivolous, Vexatious, or Unreasonable Complaints; AND Policy POL-PUB.2024.02 Respectful Public Interactions as amended/presented.

4. **Report:** ADM.24.17 entitled “*By-Laws & Governance Policy Review*”

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board remove section BLG.2018.6.4 E-mail Vote from POL-BLG.2018.06 Meetings of the Board.

5. **Verbal Report:** CEO Update on Market Study & Pay Equity Review

F.4 Strategic Plan Pillar: Empowering Services

1. **Report:** ADM.24.18 entitled “*CEO Service Update-May*”

G. Other Business

None at the time of agenda creation.

H. Roundtable

H.1 Roundtable—General updates by the Board”

NOTE: The Roundtable is an opportunity for members to share information on events, activities, or general information which members may wish to attend and/or review. This is not intended for new business or discussion pertaining to Action Items.

- 1) Community Updates and News
- 2) BMPL Special Events
 - [REEL History Film Fest FINALE](#) | May 18 @ 7pm | Simcoe Street Theatre
 - [TBM Cultural Mapping Project: Drop-in Collab Session](#) | May 21 @ 10am | L.E. Shore
 - [Author Talk with Brenda Joy Roden](#) | May 21 @ 7pm | L.E. Shore
 - [Author Talk with Lucille Joseph](#) | May 23 @ 7pm | L.E. Shore
 - [Learn to Paint with Tyler Boyle](#) | May 25 @ 11am | L.E. Shore
 - [Exhibit Opening: Painted Stories in Technicolour](#) | June 1 @ 2pm | L.E. Shore

I. Key Messages

I.1 Key Messages Update

Recommended Motion

Moved by ____ and seconded by ____, THAT this Board approve the release of the Key Messages Update-May 2024.

J. Notice of Meeting Dates

The next regular Board Meeting is scheduled for June 20, 2024, at the L.E. Shore Boardroom beginning at 1:00 p.m.

All meetings and relevant agenda materials will be posted on the [Meeting and Agenda](#) page of Governance.

K. Closed Session

None at the time of agenda creation.

L. Adjournment

Recommended Motion

Moved by ____, THAT this Board does now adjourn at ____ p.m. to meet again at the call of the Chair.

The Blue Mountains Public Library Board Meeting

DRAFT
Not Approved

Meeting Date: April 18, 2024
Meeting Time: 1:00 p.m.
Location: Library Boardroom
Broadcast Live on Facebook
Posted to [YouTube](#)
Prepared By: Jennifer Murley, CEO/Secretary of the Board

In Attendance: Laurey Gillies (Chair) Julia Scott (Vice Chair)
Joanne de Visser Shawn McKinlay Marie Swift
~~Kristina Wichman~~ Carol Sackville-Duyvelshoff

Absent: N/A
Regrets: Kristina Wichman
Guests: Phil Pesek, Manager of Facilities and Fleet (Town of the Blue Mountains)
Staff: Jennifer Murley, CEO
Mary Dodge, Manager of Community Engagement
Franz Greenfield, Administrative Assistant

A. Call to Order

The Board meeting, via Zoom, was called to order by the Chair at 1:07p.m. A Moment of Reflection was observed, followed by the reading of the Indigenous Acknowledgement Statement.

B. Agenda

B.1 Approval of the Agenda

BMPL-Resolution 2024-023

Moved by Carol Sackville-Duyvelshoff and seconded by Joanne de Visser, THAT the Agenda of April 18, 2024, be approved as circulated. CARRIED.

B.2 Declaration of Pecuniary Interest and General Nature Thereof None.

C. Reports to be “Received as Information”

All reports to be received as information were received with additional discussion occurring as the items arose within the agenda.

BMPL-Resolution 2024-024

Moved by Julia Scott and seconded by Shawn McKinlay, THAT this Board receive as information:

1. ADM.24.10 entitled “Draft Action Plan 2024”

2. *ADM.24.11 entitled "Accessibility Feasibility Report"*
3. *ADM.24.12 entitled "CEO Service Update-April"*
4. *FIN.24.01 entitled "Q4 Balance Variance Report"*
5. *FIN24.02 entitled "Q1 Balance Variance Report"*
6. *GOV.24.03 entitled "2023 Year in Review"*

D. Minutes

D.1 Previous Minutes

Several edits were made to the minutes of March 21, 2024.

BMPL-Resolution 2024-025

Moved by Shawn McKinlay and seconded by Joanne de Visser, THAT this Board approve the Board minutes of January 18, 2024, February 5, 2024 (E-Poll), February 15, 2024, as circulated. CARRIED.

BMPL-Resolution 2024-026

Moved by Marie Swift and seconded by Carol Sackville-Duyvelshoff, THAT this Board approve the Board minutes of March 21, 2024, as amended. CARRIED.

D.2 Business Arising from the Minutes

None.

E. Communications with the Board

The deadline for registration was Monday, April 15 at 2:00p.m. No members of the public were present in the Zoom meeting. Due to technical difficulties, the meeting was not broadcasted on the library's Facebook page.

E.1 Deputations

None.

E.2 Public Input on the Agenda

No members of the public were present.

E.3 Correspondence

None.

F. Strategic Plan Updates & Action Items

F.1 Action Planning

1. **Presentation:** Mary Dodge, Manager of Community Engagement, 2024 Outreach Strategy

Mary Dodge presented the Outreach department's 2024 Strategy. The floor was then opened for questions from the Board. It was noted that the 2024 Action Plan CH2.3 has a generic objective and action for the Outreach strategy whereas the Outreach plan is more specific. Those specific objectives and actions should be embedded into the 2024 Action Plan.

2. **Report:** ADM.24.10 entitled “Draft Action Plan 2024”

This report was reviewed. Previously the Action Plan had been separated into action plans for the Board and CEO, but these have since been synthesized back into one document due to the amount of overlap. Several of the Outreach Department’s goals should be incorporated. Overall, it was emphasized that goals must be specific and achievable and that a baseline comparator for each goal must be present so that success can be measured. The Board still needed time to work through the document, so further review and final approval was pushed off for a future meeting.

F.2 Strategic Plan Pillar: Community Hubs

1. **Report:** ADM.24.11 entitled “Accessibility Feasibility Report”.

This report was reviewed. Phil Pesek, Town of the Blue Mountains Manager of Facilities and Fleet joined the meeting via Zoom to answer questions from the Board.

The Town has requested that the Board contribute \$4,900.00 from the Library Reserve Fund to the Accessibility Feasibility Report (for the L.E. Shore Memorial Library), pushing this project forward. This is half of the amount required, with the Town covering the remaining expenses. The review will be conducted with the participation of a third party, Phil Pesek and library staff will identify and address accessibility issues of the entire building. The report will be extensive and provide information that can be utilized for (minimally) the next 5-7 years. The library CEO has final approval over the completed report.

BMPL-Resolution 2024-027

Moved by Carol Sackville-Duyvelshoff and seconded by Juila Scott, THAT this Board approve a \$4,900 transfer from the Library Reserve to fund the Accessibility Feasibility Report for the L.E. Shore Memorial Library. CARRIED.

F.3 Strategic Plan Pillar: Organizational Excellence

1. **Report:** GOV.24.04 entitled “2023 Year in Review”

This report was reviewed, and a number of edits were requested. The CEO will determine a date to present the report to Council. For the 2024 Year in Review, it was noted that the Board should discuss, in advance, the format that the report should take (whether video or paper), although, while the video report format is appealing, the viewership numbers do not support the amount of worked required to produce them.

BMPL-Resolution 2024-028

Moved by Shawn McKinlay and seconded by Juila Scott, THAT this Board receive the 2023 Year in Review and approve for release. CARRIED.

2. **Report:** FIN.24.01 entitled “Q4 Balance Variance Report”

The unaudited numbers of the fourth quarter of 2023 were reviewed. There were no financial concerns noted. The Board had questions for the CEO and requested that presentation-related edits be made for future reports to clear up some

confusion.

3. **Report:** *FIN.24.02 entitled "Q1 Balance Variance Report"*

The unaudited numbers of the first quarter of 2024 were reviewed. There were no financial concerns noted.

BMPL-Resolution 2024-029

Moved by Joanne de Visser and seconded by Shawn McKinlay, THAT this Board receive the 2023 Q4 Balance Variance Report AND the 2024 Q1 Balance Variance Reports as presented. CARRIED.

F.4 Strategic Plan Pillar: Empowering Services

1. **Report:** *ADM.24.12 entitled "CEO Service Update-April"*

This report was reviewed.

G. Other Business

G.1 Notice of Bylaw Amendments

Notice was provided regarding the need to delete the option of conducting email polls in the By-Laws. We have been informed that public libraries may not make resolutions via e-poll, as it is impossible to verify who is voting.

H. Roundtable

H.1 Roundtable—General updates by the Board

- 1) Community Updates and News:
- 2) BMPL Events: a shortlist of special events occurring prior to the next meeting were provided.
 - [Through The Wild Lens Photo Contest](#) | April 22 – May 31 | Email submissions to LibraryPrograms@TheBlueMountains.ca
 - [REEL History Film Festival](#) | April 17-May 18 | Starting Wednesday, April 17, then every Tuesday until May 7. Shows start @ 7pm.
 - [Poetry with Mary Barnes](#) | April 27 @ 11 am | L.E. Shore
 - [Exhibit Opening: That Which Inspires Us](#) | May 4 from 2-4 pm | L.E. Shore
 - [Dyslexia Awareness](#) | May 9 @ 6 pm | L.E. Shore

I. Key Messages

The Key Messages were determined by the Board and approved for release.

BMPL-Resolution 2024-030

Moved by Carol Sackville-Duyvelshoff and seconded by Shawn McKinlay, THAT this Board approve the release of the Key Messages Update-April 2024. CARRIED.

J. Notice of Meeting Dates

The next regular Board Meeting is scheduled for May 16, 2024, at the L.E. Shore Boardroom beginning at 1:00 p.m. The Board will conduct their annual policy review at this meeting.

All meetings and relevant agenda materials will be posted on the Meeting and Agenda page of Governance.

K. Closed Session

K.1. Move Into Closed Session

BMPL-Resolution 2024-031

Moved by Marie Swift and Joanne de Visser, THAT with regard to section 16.1 (4) of the Public Libraries Act THAT this Board move into closed session to address matters pertaining to personal matters about identifiable individuals. CARRIED.

K.2 Return to Open Session

BMPL-Resolution 2024-032

Moved by Marie Swift and seconded Carol Sackville-Duyvelshoff, THAT this Board return to the public session at 4:37pm; and THAT this Board approve all recommendations made in closed session. CARRIED.

L. Adjourned

The Chair adjourned the meeting at 4:39pm.

Laurey Gillies, Chair

Jennifer Murley, Board Secretary

The Blue Mountains Public Library

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.13 Draft 2024 Action Plan
Prepared by: Jennifer Murley, CEO

A. Recommendations

That this Board receive as information *ADM.24.13* entitled “Draft Board Action Plan 2024”;
AND that this Board approve the Action plan as circulated/amended.

B. Background

While it is not legally mandated, annually, the Library Board and CEO produce an action plan to ensure that strategic priorities are being met and that BMPL is maintaining its certification as an Accredited Ontario Public Library.

At the January 18, 2024, meeting, the Board revised its Annual & Multi-Year Agenda Policy BLG.2018.99 to modify two regular meetings to Committee of the Whole meetings for planning purposes. February’s meeting was converted to Committee of the Whole, where the annual Action Plan was to be completed.

On February 15, 2024, at the Board’s Committee of the Whole meeting, the Board advised the CEO to separate the CEO and Board’s Action Plans to provide clarity to each responsible party and to assist with each party’s annual evaluations. The Board also discussed reformatting and formalizing new performance measures.

After significant review, following the March 21, 2024, Board meeting it was decided that the Plans would be re-joined with a refreshed format. This format was presented at the April 18, 2024, meeting and more adjustments were made.

The Plan is returning to the Board with the intention of final approval.

Respectfully Submitted,
Jennifer Murley, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148

2024 Action Plan

Strategic Priority:

Community Hubs - Provide spaces to connect, explore, and create.

CH 1: Foster social cohesion in a time of growth and challenges.			
Objectives	Actions	Responsibility	Measures
1.1 Reduce social isolation for older adults through community hub access.	Provide outreach to older adults, explore new partnerships, and host events for older adults to safely gather and engage.	CEO	Number of outreach efforts and annual programs targeted to this demographic.
1.2 Eliminate barriers to underserved and marginalized individuals and groups.	Revise GLAM policies with an IDEA lens.	CEO/Board	# of Policies
	Actively participate and influence the TBM’s IDEA committee.	CEO	Impact of Participation
	Introduce new accessible technologies (e.g. Reading Pen).	CEO	# of Technologies Implemented
1.3 Reflect and celebrate Indigenous cultures and histories, through programs, acquisitions, and collections.	Promote Indigenous resources and partner with Indigenous communities to host cultural learning opportunities.	CEO	Dollars and # of resources required.
	Purchase Indigenous materials from Indigenous vendors such as GoodMinds books.		
CH 2: Develop multi-use spaces and provide outreach services.			
Objectives	Actions	Responsibility	Measures
2.1 Establish case for facility expansion with TBM and key partners.	Review current space utilization., articulate facility replacement and upgrade requirements, and identify options for expansion.	CEO/Board	Council supports expansion.
	Present a report to Council and other key partners.		# of Meetings Attended and Evidence of

2024 Action Plan

	Actively participate in the TBM's Multi-Use Recreation Feasibility Study Committee.	CEO	Advocacy/ongoing communication about the project to the Board and community.
2.2 Partner with TBM to expand outreach services into TBM facilities across the Municipality.	Launch Little Libraries Project.	CEO	# of locations installed.
2.3 Provide services to those unable to go to BMPL facilities.	Develop an Annual Outreach Strategy.	CEO	New services introduced.
CH3: Provide Technologically Connected Spaces			
Objectives	Actions	Responsibility	Measures
3.1 Partner with TBM IT staff to enhance public workstations and invest in software that will continue to 1) protect the user's privacy of information 2) ensure longevity of the technology and 3) facilitate more equitable access to the Internet.	Move from Useful terminals to PC computers for the Public.	CEO	# of computers installed.
	Implement Apple Business Manager for iPads.	CEO	TBD

Strategic Priority: Empowering Services

Create a service model that reaches those who live, work, and play in the TBM.

ES1: Provide diverse GLAM services, collections, and programs.			
Objectives	Actions	Responsibility	Measures
1.1 Celebrate and preserve TBM's heritage through enhanced Museum & Archives services.	Film the proposed "REEL History: Ski Train" and release it in time for the 2024 100 th anniversary of the Toronto Ski Club.	CEO	Complete/Incomplete. On time and on budget.
	Film the proposed "REEL History: The Journey of Water" film throughout 2024 for release in late 2025.	CEO	Complete/Incomplete. On time and on

2024 Action Plan

			budget.
1.2 . Support TBM's goal of a Circular Economy.	Expand Library of Things collection.	CEO	Number of types of additions, number of new items and 10% increased usage of LOT
ES2: Support 21st century literacy through resources, opportunities and coaching.			
Objectives	Actions	Responsibility	Measures
2.1 Expand digital literacy and competence in the community.	<p>Offer digital literacy programs on emerging technologies (e.g. AI) for all ages.</p> <p>Ensure staff representation in provincial discussions surrounding technology and digital literacy.</p> <p>Publish blog posts educating the community on 21st century libraries.</p>	CEO	<p>Number of programs, participants, and user satisfaction.</p> <p>BMPL representation on the Ontario Library and Information Technology Association.</p> <p>Quarterly posts.</p>
2.2 Respond to demand for more services for digital learning.	Evaluate digital resources and new opportunities for digital learning.	CEO	<p>Number of new digital resources added and increased usage.</p> <p>Increase usage of LinkedIn Learning by 10% (1,625 video views).</p>
2.3 Support TBM's commitment to eco-consciousness, as identified in The Blue Mountains Future Story.	Provide programming and resources on eco-consciousness and sustainability.	CEO	Number of programs hosted and/or

2024 Action Plan

			information resources produced/purchased.
ES3: Expand the Virtual Branch			
Objectives	Actions	Responsibility	Measures
3.1 Build community connections through a service portal.	Determine requirements and publish a Community Builders' webpage.	CEO	# of Listings in the Portal

Strategic Priority:

Organizational Excellence - Grow BMPL as a key partner and community resource.

OE1: Retain and recruit personnel as an employer of choice.			
Objectives	Actions	Responsibility	Measures
1.1 Clink achievements to Strategic Plan.	Revise Board and CEO evaluation instruments to Strategic Plan.	Board	Complete/Incomplete
1.2 Provide unique opportunities for staff to learn and grow.	Attend Ontario Library Association Super Conference. Organize learning opportunities for staff (e.g. courses, workshops, in house training). Ensure staff representation on regional and provincial committees.	CEO	Complete/Incomplete Minimum of 5 learning opportunities.
1.3 Maintain Board competency.	Assist Council in filling the Board vacancy. Participate in training, conferences, and meetings focused on governance and issues and trends in public libraries.	Board	Completed: 02/07/2024 Minimum of 4 sessions.
1.4 Maintain pay and internal equity with TBM.	Participate in TBM Market and Pay Equity Compensation Review.	CEO/Board	In progress Board approved CEO Job Fact Sheet 03/21/24

2024 Action Plan

OE2: Demonstrate stewardship through transparency and accountability.			
Objectives	Actions	Responsibility	Measures
2.1 Increase communication related to organizational funding and performance.	Add 2024 approved budget to BMPL and TBM website	CEO	Completed: 02/16/2024.
2.2 Communicate BMPL impact to Council and the community.	Develop the 2024 Action plan and key metrics for strategic plan implementation.	Board	Complete/Incomplete
	Apply the Valuing Ontario Libraries Toolkit and integrate results into Council and public presentations.	Board/CEO	TBD
2.3 Maintain BMPL as a safe, respectful public place.	Conduct a thorough review of all policies, updating language, eliminating duplication, and adding new policies where required.	Board/CEO	# of policies updated/introduced.
	Oversee installation of security cameras.	CEO	# of cameras installed.
	Create public signage re: appropriate behaviour.	CEO	# of signs
OE3 Increase BMPL Financial Opportunities			
Objectives	Actions	Responsibility	Measures
3.1 Investigate new funding opportunities to expand GLAM partnerships and services.	Finalize Charitable Status and develop policies to guide the accounting, use, and reporting of charitable funds.	CEO/Board	In Progress
OE4: Be a Key Partner within the Municipality			
Objectives	Actions	Responsibility	Measures
4.1. Maintain strong communication with TBM leadership.	Hold quarterly meetings between the Town CAO and the Library CEO re MOU and shared goals.	CEO	Q1: Complete 2024-02-01

2024 Action Plan

	Meet semi-annually with Council members. Participate in Service Area Manager meetings as needed.	Board CEO	Complete/Incomplete Complete: 2024-01-05 Complete: 2024-02-08 Complete: 2024-03-01
4.2 Demonstrate GLAM impact to relevant stakeholders.	Present the 2023 Year in Review to Council, highlighting BMPL's annual achievements and demonstrated value to the community. Work with TBM and community partners to launch a Cultural Map.	CEO/Board CEO	Complete/Incomplete # of sites identified. In Progress
4.3 Promote TBM Art Scene Regionally	Engage TBM in the advertising and implementation of the Blue Mountains Arts and Crafts Walk.	CEO	Increased participation outside of the TBM.
OE5: Provide Inclusive and Engaging Communications with and to the Community			
Objectives	Actions	Responsibility	Measures
5.1 Build audience on all communication platforms.	Increase collaboration between Library/Town communications. Add GLAM information to Town 2024 Welcome packages.	CEO CEO	Complete/Incomplete with example (e.g. Library news added to TBM newsletter) Complete: 2024-02-01
5.2 Expand BMPL's network of engaged citizens/groups.	Identify key influencers and develop a community plan with priority groups.	Board	Complete/Incomplete

Board Meeting

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.14 Year 2: System Policy Review
Date: May 16, 2024
Prepared by: Jennifer Murley, CEO

A. Recommendations

THAT this Board approve the Systems policies
as presented/amended:


- POL-SYS.2018.21: Access to Information and Protection of Privacy
- POL-SYS.2018.22: Code of Ethics: Board, Committees & Advisory Councils
- POL-SYS.2018.50: The Library and Political Elections
- POL-SYS.2018.52 Fundraising
- POL-SYS.2018.53: Planning
- POL-SYS.2018.54: Special Occasion Alcohol Use
- POL-SYS.2018.55: Values Statement
- POL-SYS.2018.88: Indigenous Acknowledgement
- POL-SYS.2018.89: Intellectual Freedom
- POL-SYS.2018.90: Finance
- POL-SYS.2022.02: Mission – Mandates
- POL-SYS.2022.03 Vision Statement
- POL-SYS.2023.02 IDEA

B. Background

In year 2 of each Board term, the Board conducts an annual policy review of all system policies, as per policy POL-BLG.2018.99 Agenda & Multi-Year Agendas. Recommended changes have been provided in the Board package with tracked changes.

Respectfully Submitted,

Jennifer Murley, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148

POL-SYS.2018.21	Title: <i>Access to Information and Protection of Privacy</i>
	Type: System Authority: Board Resolution No: BMPL 2018-50 on 3-22-18; POL-SYS.2018.21 Associated Documents: <i>Municipal Freedom of Information and Protection of Privacy Act, RSO. 1990, cM.56</i> Original Approval: 03-22-2018 Amended On: 05-16-2019; 05-21-2020 Reviewed On:

Legal Framework

The Blue Mountains Public Library Board (the “Board”) will make information about the BMPL available to the public and will make every reasonable effort to ensure that the personal information of its users within its custody or under its control, is protected, all in accordance with the access and privacy provisions of the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56* (“*MFIPPA*”) and Canada Anti-Spam legislation.

SYS.2018.21.1 Administration

The Board is ultimately responsible for personal information in the organization’s custody or under its control, and designates the Chief Executive Officer (“CEO”) as the individual accountable for compliance with *MFIPPA*.

SYS.2018.21.2 Definition of Personal Information

Personal information is defined in *MFIPPA*, in part, as “recorded information about an identifiable individual.” This could include, but is not limited to, information related to a BMPL user’s borrowing habits, computer and internet use, registration in programs, purchasing habits, as well as a BMPL user’s telephone number, address, or email address.

Spam is an electronic message sent without explicit or implied consent of the recipient.

Consent indicates permission for the BMPL to collect personal information for the purpose of conducting library business such as fees, holds, overdue notices, fundraising, programs, and emergency messaging. Obtaining a library card implies the individual’s consent to authorize BMPL to collection personal information for these purposes.

SYS.2018.21.3 Collection and Use of Personal Information

1. No personal information about BMPL users shall be collected without obtaining their consent to do so, subject to the exemptions contained in subsection 29 (1) of *MFIPPA* and subsections 4 (1) and (2) of R.R.O. 1990, Regulation 823.
2. Personal information that is collected will be limited to what is necessary for the proper administration of the BMPL and the provision of its services and programs.
3. Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose, in accordance with *MFIPPA*.
4. The CEO will limit employees’ access to BMPL users’ personal information to only those employees who need such access ~~in order to~~ perform their assigned duties.

5. For the purposes of the registration of BMPL users and the administration of services, the BMPL collects the following types of personal information: name, address, telephone number, email address, ~~date of birth~~, language preference, and usership (e.g. borrowing history, program attendance, communication subscription, research requests, Board presenters etc).
6. The BMPL will not sell or share any donor or membership lists.

Commented [JM1]: We no longer collect date of birth due to privacy concerns - it can be dangerous to collection both the first and last names of an individual and their birth date. We can solicit information about 'age group' by the membership type when we register patrons and update patron accounts. There's really no reason to collect it. Address poses risk, but is an important piece of information for statistical purposes and identifying which areas of Town are best served/under served.

SYS.2018.21.4 Disclosure of Personal Information

1. Under no circumstances will an employee provide a BMPL user's personal information to a third party.
2. All requests by a third party for disclosure of a BMPL user's personal information shall be made in writing to the CEO. The CEO will process the request in accordance with *MFIPPA*.
3. The CEO will not disclose personal information related to a BMPL user to any third party without obtaining consent to do so, subject to certain exemptions as provided in section 32 of *MFIPPA*, including, but not limited to:
 - 3.1. Clause 32 (g), if disclosure is to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result; and
 - 3.2. Clause 32 (i), in compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased.
4. Pursuant to clause 54 (c) of *MFIPPA*, the CEO will also disclose information to a parent or guardian of a person up to sixteen (16) years of age who exercises the right of access to the child's personal information.
5. The CEO may disclose personal information if such disclosure is otherwise required by law.
6. The CEO may release relevant personal information to a company acting on its behalf for the collection of BMPL property or unpaid fees.
7. The CEO may allow certain of its service providers access to relevant personal information solely for the purpose of maintaining the Library's electronic services.
8. A BMPL user's name, address and/or email address may be accessed and used by designated employees for the purpose of communicating information regarding programs and services, only when the BMPL user has consented to the receipt of such communications.

SYS.2018.21.5 Retention of Personal Information

1. The BMPL will not retain any personal information related to the items borrowed or requested by a BMPL user longer than is necessary for the provision of library services and programs. However, ~~as long as~~ if a BMPL user is in good standing, the BMPL may retain records regarding a BMPL user's borrowing history ~~in order to~~ enhance or personalize BMPL functions or services.
2. If a BMPL user has not used services for two years or more, ~~his or her~~ their borrowing history may be purged.

SYS.2018.21.6 Security ~~Camera~~

1. The Board recognizes that the use of security cameras at facilities is part of the BMPL's overall strategy to ensure the safety of persons and property.

Commented [JM2]: We don't have cameras, but we will soon.

2. ~~In order to~~To provide notice to individuals that security cameras are in use:
 - 2.1. Signs visible to members of the public shall be posted at all entrances and/or prominently displayed on the perimeter of the grounds under security camera coverage. The following information will be included on at least one sign at each location with security camera coverage:
 - 2.1.1. the legal authority for the collection of personal information; the ~~principle~~principal purpose(s) for which the personal information is intended to be used;
 - 2.1.2. and the title, business address, and telephone number of someone who can answer questions about the collection.
 - 2.2. Every reasonable attempt will be made to ensure security camera monitors are not in a position that enables the public and/or unauthorized staff to view them.
3. All reasonable efforts shall be made to ensure the security of records in its control/custody and ensure their safe and secure disposal.
4. ~~In the event that~~If video records are released to law enforcement officials, the CEO shall limit the content to the information deemed pertinent to the investigation. This includes, but is not limited to, zooming images in on suspects in question, obscuring identifiable features of other individuals and limiting the time frame of video coverage provided.
5. In the case of live streamed events, attendees will be informed prior to live stream launch, that the ~~attendees~~attendees' images may be included in live stream video or archived live stream videos.

SYS.2018.21.7	Pictures and Videos
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~~For the purpose of~~For promotion or reporting, employees may take photos or videos during programs and events. Visitors attending will be informed by appropriate measures and will be given the possibility to object to the disclosure of their personal information, including their image.

SYS.2018.21.8	Access to Information
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1. Access to the general records about the operations of the library, museum and gallery will be provided to the public, subject to the exemptions set out in *MFIPPA*.
2. The Board agendas and minutes, annual reports and a variety of other information are routinely disclosed to the public through the BMPL website.
3. Access to personal information about a particular individual will be provided to that individual on condition that such information is requested in writing to the CEO and subject to the exemptions set out in *MFIPPA*.
4. The CEO will change an individual's personal information if it is verified by the CEO to be incorrect. The CEO may ask for supporting documentation.
5. An administration fee may be charged for access to individual or general records in accordance with *MFIPPA* regulations. BMPL follows the fee structure as outlined in the appendix.
6. Details on submitting a request and appealing a decision are outlined in the appendix.

Appendix

The following information will be available in print and on the BMPL FOI Website

Access to General Information

The Blue Mountains Public Library is an organization separate from The Town of The Blue Mountains, and records and requests for records must be made to the correct organization.

While a formal request may be completed at any time, it is recommended that any individual looking to access records first contact the [Library CEO](#) who has the authority to provide information. Records are generally available, unless there are specific reasons why the information cannot be given based on the Act. Where the records are not publicly available, a formal [MFIPPA Request](#) form is required.

Access to Personal Information

Every person has the right to see personal information about them held by an organization. A request may be made to see the records and have the information changed if a person thinks that the information contains errors or omissions. To access personal information or request a change to personal information, a [MFIPPA Request](#) is required. This includes patron records and employment records.

Once the BMPL receives a request, it will determine whether the correction or addition of information has been granted. Any request denied may be appealed to the Information and Privacy Commissioner [Filing An Appeal - IPC](#). BMPL cannot directly accept any requests for appeal.

Submitting a Request

All formal requests to see general records or personal information or to change personal information must be submitted to the BMPL designated "Head" which is the [Library CEO](#). Request applications must be submitted with the processing fee of \$5.00. This fee is not subject to refund or being waived. No activity will occur on the request until such time as both the application and fee have been paid. -Completed [MFIPPA Request](#) forms and the application fee should be mailed to:

**Blue Mountains Public Library
173 Bruce St S
PO Box 580
Thornbury, ON N0H 2P0**

You may also submit a request in person by visiting the CEO's Office at the L.E. Shore branch. Appointments are recommended, but staff may receive the request and process a fee without the CEO present.

Exemptions

Exemptions: Mandatory and Discretionary

There are two types of exemptions in [FIPPA](#) and [MFIPPA](#).

Mandatory Exemptions require the head of an institution to refuse to disclose the record. Mandatory exemptions begin with the words: "a head shall refuse to disclose..."

Discretionary Exemptions allow the head to disclose a record, despite the existence of the exemption. Discretionary exemptions are introduced by the words: “(A) head may refuse to disclose...”

Examples of exclusions and exemptions include:

- Cabinet records
- Court records
- Records containing certain law enforcement information
- Records that could prejudice intergovernmental relations
- Personal information that could invade the privacy of an individual
- Certain records supplied in confidence by a third party
- Most labour relations records

Requesters may appeal institutions’ decisions by writing or by filling out an [appeal form](#) and sending it to the IPC Registrar at the address on the form.

Fees

Commented [JM3]: This is consistent with TBM.

The [MFIPPA Act](#) is founded on the premise that requestors should bear at least a portion of the costs associated with responding to their request. As a result, applicants are required to pay the fees mandated by the Act.

- A processing fee of \$5.00 is required for all applications. This fee minimally covers the processing of a request and determining the length of time required to provide information and therefore assess the additional costs. This fee is non-refundable.
- When the cost is expected to be more than \$25.00, the applicant will be provided with a Notice of Fee Estimate that will provide a line by line breakdown of the anticipated fees.
- When the cost is expected to be more than \$100.00, a deposit equal to 50% of the anticipated cost will be required before any additional work associated with the request will occur.

If the applicant believes the anticipated fees are excessive or unaffordable, the scope of your request should be adjusted. A Notice of Fee will be provided when the process is complete. The cost outlined in the Notice of Fee must be received in full prior to any release of records. If the applicant cancels the request at any time during the research stage, upon completion of the research, or after the records have been release, all payments are non-refundable.

Protecting Personal Privacy

As well as giving access to BMPL records, the [MFIPPA Act](#) also requires the organization to protect the privacy of our patrons and employees.

Personal information is collected and used by for very specific purposes that are identified at the time of collection. Personal information will not be used for any other reason than identified at the time of collection, nor disclosed in any circumstance, except as permitted by the Act.

If you feel your personal information has been misused or disclosed in a manner that is inconsistent with the Act, please contact the [Library CEO](#) or the [Information and Privacy Commissioner of Ontario](#).

Appealing a Decision

Any decision issued by the BMPL may be appealed to the Information and Privacy Commissioner of Ontario. Decisions can only be reviewed by the Commissioner's Office and must be appealed within 30 days of the decision being issued by the Library CEO.

To appeal a decision, please consult the information provided by the [Information and Privacy Commissioner of Ontario](#).



Type:	System
Authority:	Board
Resolution No:	BMPL 2018-51 on 3-22-18; POL-SYS.2018.22
Associated Documents:	Municipal Conflict of Interest Act, RSO. 1990, c. M.50 Municipal Freedom of Information and Protection of Privacy Act, RSO. 1990, cM.56 Criminal Code of Canada, RCS 1985, c C-46 POL-BLG.2018.04 -Disqualification-of-Board-Members POL-SYS.2018.29 Intellectual Freedom POL-SYS.2018.50 The Library and Political Elections BMPL Agreement to Comply with the Code of Ethics
Original Approval:	03-22-2018
Amended On:	05-16-2019; 10-17-2019; 05-21-2020
Reviewed On:	

Legal Framework

The Board is subject to the *Municipal Conflict of Interest Act, RSO. 1990, c. M.50* and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M56* ("MFIPPA").

Scope

This policy applies to the following:

- the Board and its individual members;
- Committees of the Board;
- Advisory Councils and its individual members; and
- the CEO.

SYS.2018.22.1

Commitment Statement

The BMPL is committed to the highest level of integrity and ethics ~~in all of its dealings~~ in accordance with all current legislation, Board by-laws and policies.

SYS.2018.22.2

Loyalty and Unity

- Behave in a manner consistent with the Municipal Conflict of Interest Act.
- Act in the interests of the BMPL and the community served, over and above other interest group involvement, membership in other organizations, or personal interests.
- Express individual viewpoints but work harmoniously toward consensus as much as possible.
- Once a matter has been decided by resolution, individual Board Members may speak publicly on the matter, provided they speak with "one voice" supporting the decision.
- The Chair may represent the Board to outside parties, including media, but may not speak for the Board on matters not yet decided.
- The CEO represents the BMPL to outside parties, including media, on all operational matters.

SYS.2018.22.3 Financial Accountability

1. Avoid situations where personal advantage or financial benefits may be gained and do not use “inside information” in personal or private business.
2. Avoid using position to obtain employment for self, family, or friends.
3. Withdraw from the Board or Advisory Council if seeking employment with the BMPL or TBM.

SYS.2018.22.4 Professional Accountability

1. Respect the agenda and abide by the Chair’s decisions on the rules of order.
2. Attend regularly and inform the Board Secretary and Chair about expected absences before meetings.
3. Be prepared for all meetings and use meeting time productively.
4. Consider the best interests of current and future communities in making decisions.
5. Respect all confidential information received as a result of sitting on the Board, Committee and/or Advisory Council.
6. Refrain from individually directing the CEO or the staff.

SYS.2018.22.5 Personal Accountability

1. Treat others in a courteous, dignified and fair manner.
2. Encourage and respect diversity of viewpoints and skills.
3. Take responsibility for personal professional development through continuing educational opportunities and participation in regional, provincial, and national library, museum and gallery organizations.
4. Support the Intellectual Freedom Policy.

SYS.2018.22.6 Reporting and the Integrity Commissioner

1. Any member may file a statement of perceived violation to the Chair or Vice Chair who will attempt to rectify the situation.
2. At any time, as a Board appointed by TBM’s Council, the Board or member may utilize the TBM contracted Integrity Commissioner for any perceived violations of this Code of Ethics. An Integrity Commissioner recommendations may include:
 - 2.1. Providing a written or verbal apology for any determined wrong doing;
 - 2.2. Returning property or making reimbursement of its value of money spent;
 - 2.3. Being removed from the membership of the Board, Committee or Advisory Council; or
 - 2.4. Being removed as Chair of the Board, Committee or Advisory Council.
3. According to The Board POL-BLG.2018.04 -Disqualification of Board Members, the Board reserves the right, by resolution to remove members of the Board, Committees, or their Chairs for violation of this Code of Ethics.

Appendix A**Agreement to Comply with the Code of Ethics**

[Approved by BMPL Board BMPL-Resolution 2019-120 on October 17, 2019]



Type:	System
Authority:	Board
Resolution No:	BMPL 2018-92 on 4-26-18; POL-SYS.2018.50
Associated Documents:	Municipal Elections Act, 1996 Municipal Elections Modernization Act, 2016 Use of Corporate Resources for Election Purposes [Town POL.COR.18.01]
Original Approval:	04-26-2020
Amended On:	05-21-2020; 11-25-2021
Reviewed On:	

Legal Framework

The Library supports the community in civic engagement and participation but must comply with legislation related to elections. -These regulations are included in the *Municipal Elections Act, 1996* as amended by Bill 181, the *Municipal Elections Modernization Act, 2016*. Specifically, Clause 88.18 *Use of municipal, board resources* states:

Before May 1 in the year of a regular election, municipalities and local boards shall establish rules and procedures with respect to the use of municipal or board resources, as the case may be, during the election campaign period.

Scope

This policy applies to Board members and Personnel of the Library in their dealings with candidates and political parties, and the use of BMPL resources during the campaign periods for municipal, provincial and federal elections.

SYS.2018.50.1

Commitment Statement

The BMPL must act and appear to act in a non-partisan way at all times, but especially during elections, while supporting the democratic process, freedom of expression and informed discussion on political issues.

SYS.2018.50.2

Campaign Contributions

In accordance with the *Municipal Elections Act*, Section 70(4), the *Elections Finances Act*, Section 16(1), and *Canada Elections Act*, Section 404(1), the Board may not ~~make a contribution~~contribute to the campaign of any candidate or political party in the form of money, goods, or services.

SYS.2018.50.3

Use of Library Resources and Property

1. All candidates and political parties have equal access to publicly available resources and services of the BMPL.
2. Meeting rooms, including the L.E. Shore Boardroom and Gallery and the Craighleith Heritage Depot meeting space, may be rented in accordance with the Blue Mountains Public Library Meeting Rooms Policy.

3. Candidates may rent equipment as part of a room rental.
4. Candidates may not use operational resources of the BMPL such as equipment, supplies, or staff.
5. Candidates may not use the BMPL, Gallery, ~~logo~~ nor Craigleith Heritage Depot logos in any campaign material.
6. 'All-candidates' meetings may be held at the BMPL, either as a Library program, or as sponsored by another group, provided that all candidates are invited to attend such meetings. A candidate may not be featured or promoted in association with any other regular BMPL program or event.
7. Candidates and political parties are permitted to distribute campaign materials on public rights-of-ways at the BMPL, unless prohibited by a municipal by-law.
8. In accordance with the *Canada Elections Act* section 81.1(1) federal election candidates or their representatives are allowed to campaign in facilities that are available for free to the public. During municipal and provincial elections, candidates will be granted the same right to campaign in the BMPL facilities.
9. In accordance with the Blue Mountains Public Library Community Information Policy, during an election the BMPL will provide an area where candidates may make available up to 25 copies of their campaign brochure; will promote awareness of the election; and provide general information on elections.
10. No election sign or poster specific to a candidate or political party may be posted on the grounds of the Blue Mountains Public Library including both L.E. Shore Memorial Library branch, Craigleith Heritage Depot, and 177 Bruce St, S. which has been designated for BMPL use.
11. Public Wi-Fi may be used by the public for any personal political communications, providing it meets other public use policies and procedures.
12. Public Wi-Fi may be used by any third-party advertiser providing it meets other public use policies and procedures and has filed a Notice of Registration as a Third Party.

SYS.2018.50.4 Employee and Volunteer Participation in Election Campaigns

1. Any BMPL employee running as a candidate in the municipal election will comply with Section 30 of the *Municipal Elections Act*.
2. BMPL Personnel involved in a political campaign must be politically neutral in carrying out ~~his or her~~their BMPL duties and must not participate in campaign activities during ~~his or her~~their working hours.

SYS.2018.50.5 Library Board Members as Candidates

When a member of the Board is running for an elected office:

1. They shall not receive additional supports or services not available to any candidate;
2. They may not utilize Board Meeting time to promote their campaign;

SYS.2018.50.6 Library Board Member Exclusions


It is recognized that Members of the Board are holders of their appointed position until the end of the Board term. Nothing in this Policy shall preclude a Member of the Board from performing their job as a Board Member.

SYS.2018.50.7 Requests for Information about the Library

1. The CEO will coordinate requests for information about the BMPL received from candidates or political parties.
2. Information that is provided by the BMPL to one candidate or political party will be provided to all other candidates and political parties upon request during an election.
3. Any candidate or political party may request a meeting with the CEO or tour of the BMPL facilities and services.

SYS.2018.50.8 Related Policies

1. BMPL *POL-PUB.2018.86 Room Rentals*
2. BMPL *POL-PUB.2018.58 Community Information*

POL-SYS.2018.52	Title: <u>Donations, Sponsorship, and Fundraising</u>
	Type: System Authority: Board Resolution No: BMPL 2018-104 on 5-17-18; POL-SYS.2018.52 Associated Documents: Corporations Act, RSO Public Libraries Act, RSO 1990, c. P44. Original Approval: 05-17-2018 Amended On: 05-21-2020 Reviewed On:

Legal Framework

The Blue Mountains Public Library (BMPL) is an Ontario registered non-profit organization (NPO). Subject to the Memorandum of Understanding with the Town of The Blue Mountains (TBM), BMPL may request the Town to provide an official tax receipt to donors.

SYS 2018.52.1 Definitions

Artefact is an object of historical interest that is made by a human being.

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Cash includes cheques, money orders, bank drafts, bills, coins, debit, and credit cards.

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Donation refers to a gift, contribution of cash, or goods given voluntarily to BMPL as a philanthropic act without expectation or requirement of reciprocal benefit. A designated donation is one that is to be used for a specific purpose. An undesignated donation is one that has no stipulations on use.

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Fundraising refers to the process of gathering voluntary contributions of money or other resources to be able to implement projects.

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Legacy Gifts are donations often made through wills and trusts, by denoting the organization that should receive the gift.

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Planned Giving is a philanthropic act by which a donor may arrange a gift to the BMPL. This may be in a one-time bequest or made on an ongoing and regular basis.

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Sponsor or sponsorship refers to a mutually beneficial exchange between BMPL and another organization where an external party makes a contribution of cash or in-kind goods or services in return for recognition, acknowledgments, or other considerations.

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Bequest refers to property received from the will of a deceased person.

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SYS 2018.52.2.1 General

- As a municipal service, BMPL is funded by the Town of the Blue Mountains. BMPL may also choose to augment funding for special projects through various fundraising activities directed at individuals, businesses, organizations, and governments. As such the CEO shall be responsible for:
 - Identifying grant opportunities and applying on behalf of the BMPL;
 - Accepting monetary and in-kind donations as well as donations of materials;
 - Accepting and assisting community members in Planned Giving and Bequests;

- 1.4. Working with interested partners and sponsors to support the initiatives of the BMPL.
2. In accepting a donation, bequest or gift, the BMPL shall abide by any stipulated conditions, or limitations associated with the gift. Conditions must be reasonable and meet the Board's mission and goals in order to be accepted. In these cases, a Conditional Donation form (see Appendix) shall be completed by the donor and CEO. Larger donations may include an MOU between the Board and donor.
3. The BMPL, in partnership with the Town, shall offer an Official Tax Receipt for any donation that qualifies as a charitable gift under the Charities Act, Income Tax Act and Canada Revenue Agency's Charitable Registries Directorate procedures.
4. The BMPL does not accept any donations, partners, or sponsorships as trade for any promises of ownership, control, or collections management.
5. The Board, by way of the CEO, shall only enter into agreements and accept donations which are legal and meet all auditing standards.
6. The CEO may reject donations, or requests for partnerships or sponsorships.
7. The BMPL shall not exchange, rent or sell its donor list.
8. Donations shall be transferred to a reserve fund or to operational accounts, based on the intended use of the gift.

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SYS 2018.52.3 Acknowledgement of Donations

1. Individuals, businesses, and organizations may make donations publicly or anonymously. Acknowledgement of donations will respect the donor's wishes.
 - 1.1. Public donations shall be recognized. This may include a letter, certificate, plaque, permanent display, or listing in public documents such as the webpage or newsletters.
 - 1.2. Anonymous donations are recorded for auditing purpose but shall not receive a public thank you.
2. Donors can expect to:
 - 2.1. Receive prompt acknowledgement of the gifts they make, either in person or by written acknowledgement;
 - 2.2. Have monetary donations used in the manner they request; or if no request has been made, according to the best needs of BMPL and its patrons;
 - 2.3. In the case of large or ongoing donations, receive meaningful information on the use of their gifts and the impact within the BMPL and community.

SYS 2018.52.3 Donations

1. The Library accepts the donation of books and other materials on a limited basis. To donate to both the Library and Museum, the donor must be the sole and rightful owner of the items. Museum donations are reviewed by the curator and will be returned to the donor's care or left to their disposal at the discretion of the donor.
2. Once a donation is accepted, the items become the property of the BMPL. As such, BMPL reserves the right to use and dispose of them. This could include:
 - 1.1 Adding them to the collection.
 - ~~1-41.2~~ Adding them to a physical or digital exhibit.
 - ~~1-21.3~~ Sending them to other libraries or schools.
 - ~~1-31.4~~ Placing them in the book sale.
 - ~~1-41.5~~ Selling them to bulk book dealers; or
 - 1.6 Disposing of them in reasonable manners.

3. In the case of rare books and archival materials, the donor may be acknowledged publicly within the MARC Record, or where appropriate to the item, by a book plate. Large collections may be designated within the catalogue as a collection in the name of the donor. This is at the discretion of the CEO.
4. The Library does not accept books in poor condition, textbooks, magazines, VHS, cassettes, vinyl records, CD-Roms, or large quantities of used items.
5. The Museum does not accept firearms, items that are contaminated (i.e. mold), items that cannot be safely cared for, or items that are not related to the Town of The Blue Mountains.

1.

2-6. The Circulation Desk may accept cash donations up to \$500.

4.1 The Circulation Desks may provide a cash receipt for any donation on request.

4.2 ~~Any cash donations at the desk more than \$25 must be accompanied by the donor's name and contact information.~~

4.2 An official tax receipt for donations of \$205 and above ~~shall~~ may be provided by the Town on behalf of the Board at the request of the donor.

4.3 Donors who request a tax receipt will be provided with a cash receipt to assist with the process of official tax receipts throught the Town.

4.4 ~~Donors may also request official tax receipts for donations under \$25. Tax receipts are issued in accordance with the Town of The Blue Mountains Charitable Donations Policy POL.COR.13.18.~~

4.5 Donations that do not qualify for official tax receipts under the CRA include:

4.5.1 Intangibles such as services, time, skills, and effort

4.5.2 Donations that are given to BMPL intended as a flow through to a specified recipient who does not have charitable organization status.

4.5.3 Donations of business marketing products such as supplies and merchandise.

4.34.5.4 Sponsorship in the form of cash, good, or services toward an event, project, program, or corporate asset, in return for commercial benefit (i.e. logo placement or presenting sponsorship). The intent of a sponsorship is to enhance image and marketing opportunities of the sponsor in its target market and/or the community. Sponsorships are reciprocal arrangements benefiting both parties. Usually the cost to the sponsor is categorized as a business expense.

3. The CEO may accept cash donations under \$10,000.
 - 3.1. Donations shall be accompanied by name and contact information for the individual, group, or business donor.
 - 3.2. A cash receipt shall be given at the time of the donation.
 - 3.3. A request for official tax receipt shall be made by the CEO to the Town.
4. Incidental cash received (e.g. change from an eighty-five-cent print job rounded to \$1.00) shall be recorded as a donation.

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SYS 2018.52.4 Contributed Materials & In-Kind Services

1. Donations of materials or in-kind services will be tracked at a reasonably determined fair market value to determine accurate operational costs when they are used in the normal course of operations and would otherwise have been purchased.

2. The CEO may list the fair market rate different than the insured or replacement rate when an item is not easily replaceable.
- ~~3. The Library and Museum accepts artwork of historic/documentary value related to the history of the Town of The Blue Mountains. The Library Board reserves the right to refuse any artwork considered by it to be inappropriate and/or unsuitable for a GLAM environment.~~
- ~~3. Donations of works of art are subject to donation policies. The CEO and Board seek the recommendation of the Arts Advisory Council (AAC) for donations as set out in AAC Terms of Reference. Such recommendations are communicated to the CEO.~~
4. Donations of artefacts for inclusion in the Museum are subject to donation policies. The CEO will work with the Curator and Museum Advisory Council (MAC) to identify potential acquisitions.

SYS 2018.52.5 Donation of Legacy Gifts

The Board has established a Reserve Fund for specified and unspecified legacy donations. Expenditure of such funds requires the approval of the Board. Expenditure of specified bequests and donations must comply with the restrictions agreed to by the Board and the donor at the time the donation is made.

SYS 2018.52.6 Planned Giving

- ~~1. Planned Giving is a philanthropic act by which a donor may arrange a gift to the BMPL. This may be in a one-time bequest or made on an ongoing and regular basis.~~
 - 1.1. Planned giving, such as monthly, quarterly or annual gifts, are important as they are used in planning programs, collection development, artefact acquisition, and service provision.
 - 1.2. Unrealized Bequeaths, are also key to long-range goals.
2. The CEO is authorized to negotiate planned gift arrangements with prospective donors in accordance with this policy.

SYS 2018.52.7 Sponsorship

- ~~1. A sponsor is an individual or organization who gives a cash or in-kind donation in exchange for public promotion beyond the standard level of thanks offered to any individual or business by the BMPL.~~
- ~~2.1.~~ The BMPL may solicit and encourage the business community, service, and other organizations to become sponsors providing:
 - ~~2.1.1.1.~~ The sponsor's product or service does not present an obvious conflict of interest with the mandate and/or operation of the BMPL;
 - ~~2.2.1.2.~~ The product and/or service of the sponsor is not deemed hazardous to the health of the community (e.g. tobacco sponsorship is not accepted);
 - ~~2.3.1.3.~~ The sponsor has no expectation of influencing Collection Development, operations, or any other policies or procedures of the BMPL.
- ~~2. Sponsorships must be approved by the Board and be accompanied by an MOU. Sponsors are required to have a sponsorship agreement. All agreements must include the date(s) of the agreement, what the sponsor is contributing, and the forms of recognition BMPL will provide in return. The agreement must be signed by the CEO or Designated and by the authorized representatives from the external organization.~~
3. Sponsorship agreements valued at \$10,000 or more shall be presented to the Library Board for approval.

SYS 2018.52.8 Naming Rights & Recognition

1. From time to time the Board may offer naming rights of collections, spaces, or equipment.

2. All Naming Rights shall be approved by the Board by resolution and state:
 - 2.1. The duration of the Name;
 - 2.2. The collection, space, or equipment which is being named; and
3. The manner in which the Name is to be used and displayed (e.g. plaque, official name of space).

The CEO shall regularly review donor levels and recognition policies to ensure:

 - 3.1. An individualized recognition program is consistent;
 - 3.2. The type and amount of recognition is commensurate with the level of gift; and
 - 3.3. That the policy and opportunities are accessible to the community and general public.

SYS 2018.52.9	Termination of Sponsorships, Recognition, or Naming Rights
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1. The Board reserves the right to terminate an existing arrangement should any condition arise during the life of the sponsorship, partnership, Naming Rights contract, or other agreed upon recognition that is, or could be perceived to be, in conflict with the best interests of the BMPL.
2. The Board's decision to terminate any agreement is final and shall not be subject to reimbursement of any funds.
3. A Good Faith Statement explaining this clause shall be listed within the contract which states that the name associated with the Sponsorship, Partnership, and/or Naming Rights must remain in good standing during the contracted period of time, and that any negative connotations associated with the Naming shall be grounds for termination of the contract without reimbursement of funds. These include, but are not limited to illegal activity, charges laid, or defamation of character.
4. Should any collection, space, or equipment cease to exist due to renovation, relocation or damage/loss, the contract for naming rights is automatically terminated.

POL-SYS.2018.53**Title: *Planning*****Type:** System**Authority:** Board**Resolution No:** BMPL 2018-104 on 5-17-18; POL-SYS.2018.53**Associated Documents:****Original Approval:** 05-17-2018**Amended On:** 05-21-2020**Reviewed On:****SYS 2018.53.1****Purpose of Planning**

The purpose of the Planning Policy is to establish a planning process that enables The Blue Mountains Public Library to:

1. Meet the needs of the community;
2. Maintain continuity of service;
3. Respond effectively to change;
4. Budget in an effective and responsible manner;
5. Ensure the Library services are modern and meeting industry standards;
6. Ensure the Museum services are modern and meeting the Standards for Community Museums in Ontario;
7. Ensure the Gallery services adapt to the changes in arts and culture for the region and province;
8. Ensure that the Board and personnel share a common understanding of what the organization is trying to achieve.

SYS 2018.53.2**Board Authority**

1. Planning shall be conducted by the party responsible for the action.
 - 1.1. The Board shall approve all governance planning documents.
 - 1.2. The CEO shall approve all operational planning documents.
 - 1.3. **MAC** The Museum Curator in consultation with the CEO shall approve all Museum governance planning documents.
2. The ultimate Planning documents of the system shall be the Strategic Plan, annual Action Plan and annual Budget, each of which are approved by the Board.

Commented [JM1]: The Museum Advisory Committee dissolved during COVID.

SYS 2018.53.3**Board Planning**

1. Towards the end of each term, the Board shall develop a new or revised four year Strategic Plan which includes a mission and/or vision statement, values, goals and strategies. In this process the Board will review and consider:
 - 1.1. The character and needs of the community as part of its regular community analysis;
 - 1.2. The role of the BMPL in the community as part of its regular community analysis;
 - 1.3. Municipal priorities;
 - 1.4. Future growth projections;
 - 1.5. Fiscal needs and restraints;Community will be offered opportunities for feedback during the planning process.
2. Before the end of each calendar year, the Board shall review and assess both the Strategic Plan and the Annual Action Plan. The Board will be guided in this process both by the collection of relevant data and by consultations with the community in a variety of ways.

SYS 2018.53.4 Staff Planning

1. The CEO shall be responsible for creating an annual and long-range work plan. This document shall be used for planning budget, staffing, and space needs.
2. Annual work plans shall be presented to the Board in open session and accepted as information.
3. Regular reporting shall occur where the CEO and designated staff report on successes and challenges to achieving the plan.

SYS 2018.53.5 Annual Report


The CEO shall prepare an Annual Report of the previous year by the end of June. This report will include:

1. Review of the Annual Action Plan;
2. Priorities for the coming year;
3. Summaries of the state of the Library, Museum and Gallery;
4. Usage;
5. Audited financial statements.

SYS 2018.53.6 Emergency Planning

The CEO shall prepare Emergency Planning documents.

1. Any Plans which relate to a change in service model as a result of the emergency, shall be approved by the Board. Such Plans include but are not limited to:
 - a. Pandemic Plan;
 - b. Business Continuity Plan
 - c. CEO Succession Plan
2. Any Plans which are Municipally required plans shall be completed with and approved by the relevant parties. Such Plans include but are not limited to:
 - a. Fire Safety Plan (to be approved by the TBM Fire Department);
 - b. Town-wide Emergency Plan (to be provided by TBM).

POL-SYS.2018.54	Title: <i>Special Occasion Alcohol Use</i>
	Type: System Authority: Board Resolution No: BMPL 2018-104 on 5-17-18; POL-SYS.2018.54 Associated Documents: Original Approval: 5-17-2018 Amended On: Reviewed On:

Legal Framework

All uses of Alcohol on Blue Mountains Public Library sites or at Blue Mountains Public Library hosted events are subject to approval by the Alcohol and Gaming Commission of Ontario (AGCO).

SYS.2018.54.1 Approval

1. Requests to serve alcohol must be approved by the CEO prior to the event. See conditions for approval below.
2. Alcohol will only be permitted in the Gallery and Boardroom during operational hours. The CEO may allow alcohol use on the grounds for special events, provided appropriate perimeters have been put in place clearly marking the boundaries within which alcohol may be consumed.
3. Room Bookings shall not be approved until such time as all required evidence has been provided to the CEO and the CEO has made a decision as to the use allowance.
4. BMPL staff and BMPL committees are responsible for obtaining appropriate permissions and licenses for BMPL hosted events.
5. For private events hosted by individuals or organizations, the renter is responsible for meeting all regulatory requirements. Use without permission by the CEO and/or appropriate regulatory requirements is grounds for removal for future bookings and termination of any contracts for bookings with the BMPL. The CEO shall make notice to authorities of any perceived illegal actions taken on BMPL property.
6. The BMPL staff have the authority to close the bar and/or close an event due to participant behaviour. No refunds for room booking fees or lost revenues may be billed back to the organization when a staff deems the venue not properly managed and closes the event.

SYS.2018.54.1 Event Requirements

In order for the event to be approved by the CEO the following requirements must be met:

- 1.1. Special Occasion Permit or the like, approved by the AGCO, must be obtained for the event. Renters must include a copy of the Permit with the application for room booking.
- 1.2. The original Permit, with any required alcohol receipts must be onsite at the event (per AGCO requirement).
- 1.3. A copy of the Permit must be posted adjacent to the bar for public viewing.
2. A certificate of insurance for special occasion insurance such as Party Alcohol Liability must be provided to the CEO no less than three (3) business days prior to the event. This insurance must be

issued from an accredited insurance company that is licensed to conduct business in Ontario and include:

2.1. The Blue Mountains Public Library and The Town of The Blue Mountains covered as an additional insured;

2.1.2.2. The Special Occasion Permit holder and/or event organizer (facility renter) shown as the policy holder.

2.2.2.3. No less than \$~~5~~2,000,000 coverage per individual and include the location site by name (e.g. The Blue Mountains Public Library: L.E. Shore Library Branch). BMPL reserves the right to request higher insurance should the event be deemed as higher risk.

3. Only those with a Smart Serve card may handle alcohol, including bartending, pouring, or serving/waiting (as per AGCO requirement).
4. The individual(s) with Smart Serve must provide a copy of the card with the application to the CEO and have the physical card onsite for the event.

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Commented [JM1]: Recommendation from the Municipality was to increase this to 5 million. They're in the process of updating their own policy. Could update for consistency.

POL-SYS.2018.55

Title: *Values Statement*



Type: System

Authority: Board

Resolution No: BMPL 2018-104 on 5-17-18

Associated Documents: 2022-2026 Strategic Plan

Original Approval: 5-17-18

Amended On: 3-17-22

Reviewed On:

SYS.2018.55.1

Purpose of the Value Statement

1. The statement of values articulates the Board's and staff's shared beliefs about important principles and norms by which the library operates and delivers service. This policy ensures that the Board articulates and reviews its values.
2. The statement of values is integrated into the decision making of the Board and the delivery of day-to-day operations and services by the staff.

SYS.2018.55.2

Value Statement of the Blue Mountains Public Library System



SYS.2018.55.3

Review and Revision

The value statement is developed, reviewed and/or revised by the Board according to the Board's Policy Review Schedule as part of the planning cycle.

POL-SYS.2018.88

Title: *Indigenous Acknowledgement & Inclusion in Planning*



Type: System
Authority: Board
Resolution No: BMPL 2018-130 on 6-21-18; POL-SYS.2018.88
Associated Documents:
Original Approval: 6-21-2018
Amended On: 3-17-2022
Reviewed On:

Commented [JM1]: Long title - could remove "in planning".

SYS.2018.88.1

Truth and Reconciliation

1. The Board and Employees understands the need to recognize and embrace the principles of Truth and Reconciliation with Ontario's Indigenous population, as outlined in the *Truth and Reconciliation Commission Report* and *The Journey Together: Ontario's Commitment to Reconciliation with Indigenous Peoples*.
2. The BMPL acknowledges the Canadian Federation of Library Association (CFLA) and Ontario Library Association's (OLA) Truth and Reconciliation Committee recommendations and shall implement recommendations appropriate to our library and museum services. See Appendix.

SYS.2018.88.2

Declaration

1. With this understanding, the Library acknowledges the First Peoples on whose traditional territories we live and work. We believe that acknowledging territory shows recognition of and respect for Indigenous Peoples, both in the past and the present. We believe that the territorial acknowledgements ~~is~~are not simply a *pro forma* statement made before a meeting; but a vital part of the business. We believe that recognition and respect are essential elements of establishing healthy, reciprocal relations and are key to reconciliation.
2. The Blue Mountains Public Library will use this Respect and Acknowledgement Declaration at the beginning of all meetings.
 - 2.1. *We [I] would like to begin our meeting by recognizing the First Nations, Metis and Inuit peoples of Canada as traditional stewards of the land. The municipality is located within the boundary of Treaty 18 region of 1818 which is the traditional land of the Anishnaabek, Haudenosaunee and Wendat/Wyandot/Wyandotte peoples.*

SYS.2018.88.3

Collections

~~The~~ In accordance with the TRC's Recommendations #62 and #69, as educators and a library, archive, and museum, BMPL will invest in and make publicly accessible, information about residential schools, Treaties, and Aboriginal people's historical and contemporary contributions to Canada, as well as material for all ages that highlight, acknowledge, and honour the cultures, experiences, and interests of Indigenous communities. BMPL will make efforts to consult local Indigenous communities in the selection of material and purchase from Indigenous-owned businesses such as GoodMinds. ~~provide collections relating to Indigenous cultures, languages, and peoples, including books, audio and video materials. Our collection will include titles by and about First Nation communities, and will include titles presented in the First Nation Communities Read program. Our teen and adult materials will also include First Nations and Metis~~

~~graphic novels, and a selection of DVDs on history, culture and native issues.~~ A focus of Indigenous Collections will be on those peoples native to the Georgian Bay Triangle. BMPL will include materials which questions peoples knowledge and beliefs about Indigenous histories as a form of participation in Truth and Reconciliation.

SYS 2018.88.4	Services
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The BMPL will provide welcoming spaces and library services to Indigenous peoples, and share elements of First Nations culture with non-Indigenous persons.

SYS 2018.88.5	Education
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In accordance with the TRC’s Recommendations #57 and #62, the BMPL will invest in staff training on the history and impacts of residential schools, colonization, anti-racism, and human rights.


Appendix
Taken from the CFLA Truth and Reconciliation Committee Report

1. As CFLA-FCAB is a national voice with the ability to influence national and international policy regarding issues of importance, we request the CFLA-FCAB create a permanent Standing Committee on Indigenous Matters utilizing the medicine wheel framework developed by the Truth & Reconciliation Committee;
2. The T&R Committee supports and endorses the CFLA-FCAB Position Statement on Library and Literacy Services for Indigenous (First Nations, Métis and Inuit) Peoples of Canada;
3. Encourage libraries, archives and cultural memory institutions to implement the Truth and Reconciliation Commission of Canada 94 Calls to Action, several of which have been identified as having a direct impact on libraries and archives and are prioritized in this report, and to implement a status report on a yearly basis to monitor their implementation;
4. Ensure accessibility moving forward by continually reminding stakeholders that material produced and programming planned in the future should be accessible to all Canadians. CELA (the Center for Equitable Library Access) and NNELS (the National Network for Equitable Library Service) are positioned to support these efforts.
5. Decolonize Access and Classification by addressing the structural biases in existing schemes of knowledge organization and information retrieval arising from colonialism by committing to integrating Indigenous epistemologies into cataloguing praxis and knowledge management;
6. Decolonize Libraries and Space by recognizing and supporting Indigenous cultures, languages and knowledges through culturally appropriate space planning, interior design, signage, art installations, territorial acknowledgements of geographic-specific traditional territories and public programming in collaboration with local Indigenous stakeholders;
7. Enhance opportunities for Indigenous library, archival and information professionals as well as the inclusion of Indigenous epistemologies in the Canadian library and archives profession through culturally appropriate pedagogy, recruitment practices, professional and continuing education and cross-cultural training in collaboration with local Indigenous stakeholders and partners;
8. Recommend the implementation of Indigenous Knowledge Protection protocols and agreements with local and other Indigenous groups who have holdings in libraries, archives and/or cultural memory institutions to respect the Indigenous cultural concept of copyright with regard to Indigenous history or heritage, which is often located in but not limited to oral traditions, songs, dance, storytelling, anecdotes, place names, hereditary names and other forms of Indigenous knowledges; recommend that CFLA-FCAB actively participate in reforming the Canadian Copyright Act to include protection of Indigenous knowledges and languages while advocating for changes to include traditional knowledge as outlined and recommended by the World Intellectual Property Organization (WIPO) – Intergovernmental Committee on Intellectual Property and Genetic Resources, Traditional Knowledge and Folklore (<http://www.wipo.int/tk/en/igc/>). We join the Truth

and Reconciliation Commission (TRC) in calling upon Library and Archives Canada to implement the Truth and Reconciliation Commission Calls to Action #69 (Appendix D) by fully implementing the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) http://www.un.org/esa/socdev/unpfii/documents/DRIPS_en.pdf and the Updated Set of Principles for the Protection and Promotion of Human Rights through Action to Combat Impunity (2005), more commonly known as the Joinet/Orentlicher Principles <http://www.derechos.org/nizkor/impu/principles.html>;

9. Establish an online database of “living documents” to highlight existing Best Practices of Indigenous Services in libraries, archives, and cultural memory institutions that will serve as a foundation to help disseminate those best practices and for this “living document” to be updated preferably on a quarterly basis but minimally semi-annually;
10. Maintain a database of Indigenous organizations or groups committed to preserving cultural memory primarily, but not limited to, libraries, archives, language preservation, cultural history/museums to build relationships; to support the development of an Indigenous association of library, archives and cultural memory institutions; and to support in principle the National Aboriginal Library Association (NALA) regarding their stated intent of developing First Nations public libraries on reserves.

Full Report available from <http://cfla-fcab.ca/wp-content/uploads/2017/04/Truth-and-Reconciliation-Committee-Report-and-Recommendations.pdf>

POL-SYS.2018.89 Title: <i>Intellectual Freedom</i>	
	Type: System
	Authority: Board
	Resolution No.: BMPL 2018-130 on 6-21-18; POL-SYS.2018.89
	Associated Documents: <ul style="list-style-type: none"> • POL-ADM.2018.75 Collection Policy: General
	Original Approval: 06-21-2018
	Amended On: 05-21-2020; 07-21-2022; 09-21-2023
	Reviewed On:

Legal Framework

The Blue Mountains Public Library Board and Personnel are subject to both the *Ontario Public Library Guidelines and Standards for Community Museums in Ontario* as it relates to Intellectual Freedom. The Board, personnel and BMPL users must abide by the Canada Criminal Code and all legislation protecting against racism, hate speech and harassment.

SYS.2018.89.1	Intellectual Freedom
<ol style="list-style-type: none"> 1. The Board adopts the Ontario Library Association's (OLA) <i>Statement on Intellectual Freedom and the Intellectual Rights of the Individual</i> (January 30, 2020). 2. It is the responsibility of the Board, and those who work in the BMPL, to: <ol style="list-style-type: none"> 2.1. Ensure that all BMPL users have the fundamental right to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly; 2.2. Guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable; 2.3. Make available all of the BMPL's public facilities and services to all individuals and groups who need them; 2.4. Resist all efforts to limit the exercise of these responsibilities, while recognizing the right of criticism by individuals and groups. 3. Intellectual Freedom does not protect actions, statements or activities which promote or incite discrimination, contempt, racism, or hatred of any group. 4. The Board accepts that Intellectual Freedom is a pillar of library services, and further directs the CEO to ensure that the principles of Intellectual Freedom are integrated into all organizational policies, procedures, and practices. 	

SYS.2018.89.2	Public Library Intellectual Freedom
<p>Further to the OLA statement, the BMPL GLAM is a democratic institution, and no individual or minority group should be allowed to limit the community's freedom to read. Democracy cannot flourish unless material representing all viewpoints is freely available. The BMPL staff may limit content based on quality or authority, but will always strive to hold a balanced collection.</p>	

SYS.2018.89.3	Museum Intellectual Freedom
<p>Museum collections and exhibitions also flourish in a setting where intellectual freedoms are set as the cornerstone for decision making. Neither the Board or any other body may direct or restrict the types of collections or how they are exhibited, providing said collections and their exhibition meet the mandate of the museum.</p>	

SYS.2018.89.4	Gallery Intellectual Freedom
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Be it the Board, Arts Advisory Council, staff or member of the public; our individual tastes in artistic expression are unique and varied. Throughout the Gallery exhibitions individual artists and their creative expressions shall not be limited or restricted due to bias or personal preferences. The Gallery at L.E. Shore will provide the community with a rounded experience of artistic expression, with a focus on local artisans, regardless of medium or content.

SYS.2018.89.5	Challenges
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A member of the public may challenge a book, program, or collection by completing a *Request to Remove* form.

1. The CEO will be responsible for reviewing the item(s) or program and the evidence provided in writing.
2. Only individuals who are community members and card holders (users) for more than 90 days prior to the challenge will be heard.
3. All challenges of collections and programs are operational in nature, these fall under the purview of the CEO. Decisions are final and will not be heard as an appeal by the Board.
4. Any Challenges will be reported to the Centre for Free Expression for inclusion in the national Challenges database.

Appendix

Ontario Library Association Statement on Intellectual Freedom and the Intellectual Rights of the Individual

Commented [JM1]: This is still up-to-date. I double-checked.

Introduction

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

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

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

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

Library Service, Collections and Resources:

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

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

Library Programming, Events, and Space Bookings

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

Applicable legislation:

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

[Criminal Code](#): Section 63 pertains to Unlawful Assemblies and Riots. Section 297 pertains to defamatory libel. Section 318 pertains to hate propaganda.

[Ontario Human Rights Code](#): Sub-section 13 pertains to infringing on freedom from discrimination.

Revision approved at the OLA AGM, January 30, 2020



Type:	System
Authority:	Board
Resolution No.:	BMPL 2018-130 on 6-21-18; POL-SYS.2018.90
Associated Documents:	The Town of The Blue Mountains Procurement Policy [POLICY FS.08.08] The Town of The Blue Mountains Disposal of Physical Assets [POLICY FS.08.07]
Original Approval:	06-21-2018
Amended On:	05-16-2019; 05-21-2020
Reviewed On:	

Legal Framework

The Associated Documents list above identifies the external documents which apply to the Board and direct the CEO.

SYS.2018.90.1**Guiding Principles**

1. The BMPL will:
 - 1.1. Use an open, accountable, fair and efficient process for procurement.
 - 1.2. Procure goods and services from responsible suppliers who follow ethical standards and who supply “green” products.
 - 1.3. Access TBM staff expertise, where available, in lieu of contracting out projects.
2. Board members and employees must declare pecuniary interest in any proposal, contract, tender, or quotation for the supply of goods and services to the BMPL, whenever there may be a direct or indirect interest in said work or project.

SYS.2018.90.2**Use of Town Procurement**

1. The Board accepts The Town of The Blue Mountains Procurement Policy [POLICY FS.08.08] for the acquisition of all goods and services when the Town is procuring on the BMPL’s behalf.
2. The CEO may request the Manager of Purchasing to assist procedurally on any purchase. In this case the BMPL shall accept The Town of The Blue Mountains Procurement Policy [POLICY FS.08.08].
3. In any case where the BMPL does not follow clause 1 or 2 above, the Blue Mountains Public BMPL Procurement procedure shall be followed. (See Section 3).

SYS.2018.90.3**Procurement by the BMPL**

1. **Competitive Process**
 - 1.1. All items over \$5,000 shall be subject to a competitive process unless approved by the Board according to *Sole Sourcing and Single Sourcing*. Competitive process includes Request for Proposals (RFP) or Bid and Tender.
 - 1.2. An RFP shall include set criteria for the proponents to respond to and shall be publicized for no less than two (2) weeks via the BMPL website. The closed envelope evaluation process shall include a committee to screen, independently evaluate, and consensus rank the proposals according to the criteria. The lowest bidder need not be awarded. The proponent who scores the

highest shall be awarded, based on the criteria set in the proposal. The binding party shall be the CEO or Board, depending on Section 4 Authority to Award.

- 1.3. Bid and Tender are requests for a closed envelope bid. The lowest complete bid to address the complete needs as set out within the posting shall be selected.
- 1.4. No contract or purchase may be divided to avoid any requirements of this procedure.
2. **Rotational Rosters:** The BMPL may use any member of the Town's Rotational Roster without conducting its own competition or may choose to run its own competition.
3. **Sole Sourcing and Single Sourcing** may occur when items are within the range of \$5,000-24,999, providing the CEO gives notice to the Board at the next regularly scheduled meeting following the purchase. For approval of items of \$25,000 and above, a request, with rationale, must be submitted to the Board prior to making any purchase.
4. **A Vendor of Record (VoR)** list may be developed by the BMPL via a competitive process.
 - 4.1. Such VoR arrangements may not exceed a three-year commitment but may be renewed following a subsequent competitive process.
 - 4.2. The BMPL may also select a vendor from pre-selected VoR lists provided by the Ontario Government, the Ontario BMPL Services (OLSs), Grey County, and/or The Town of The Blue Mountains.

SYS.2018.90.4 Authority to Award and Bind

1. Following the procurement process:
 - 1.1. The CEO shall authorize payments for any item or expense within approved budget lines.
 - 1.2. The CEO shall award and bind any contracts under \$25,000 or any contracts selected through an RFP process up to \$250,000.
 - 1.3. The Board shall award and bind any contracts above \$250,000.
2. Managers of the Library and Museum have a \$1,500 purchasing limit within budget lines. The CEO may authorize a manager to make larger purchases via corporate purchasing card (P-Card).
3. Committees of the Board which have been provided with a budget may authorize and award up to \$25,000 without Board resolution and/or CEO approval. The CEO shall be involved as a procedural resource and may require specific procedures be maintained by the Committee.

SYS.2018.90.5 Financial Authority

1. The Board Chair, Board Vice Chair, and CEO shall be signing officers on all Board held bank accounts. Two of three signatories are required for transactions, one of which is the CEO.
2. The CEO shall authorize payment of all invoices and payroll within budgets up to a maximum as referenced in Section 4.
3. The CEO may make any electronic funds transfer (EFT) on behalf of the Board, within budgetary allowances.
4. The CEO may apply for and bind any grants deemed appropriate for the operations of the BMPL.
5. The CEO may accept donations of cash, in-kind, or materials to support the operations of the BMPL. (See Section 10)
6. The CEO shall submit a copy of the audited financial statement to the Ministry as part of the requirements to complete the Ontario Public Libraries Annual Survey.

7. The CEO shall be the signing officer for contracts with vendors and granting agencies.

SYS.2018.90.6 Reallocation of Budget

The CEO shall have the authority to reallocate approved budgets with the following exceptions:

1. Board Resolution is required for Operational or Salary Reallocation over 10% of the budget and may not impact the bottom line.
2. Board Resolution is required for Capital Reallocation over 10% of the budget and TBM Director of Finance approval.
3. Reallocation or adjustments which impact the bottom line of any individual budget (e.g. operational, capital, minor capital, or employment) require Board resolution and TBM Director of Finance approval.

SYS.2018.90.7 P-Card Use

The CEO may authorize employees to obtain a Purchasing Card (P-Card) with the Town.

1. Monthly statements shall be submitted to the CEO, following itemization by account. The CEO shall approve by signature, each P-Card prior to submission to Finance.
2. The CEO's Monthly statement shall be authorized by the Chair or Vice Chair prior to submission to Finance.

SYS.2018.90.8 Reimbursement of Expenses

The CEO shall reimburse pre-approved expenses upon submission of original itemized receipts.

SYS.2018.90.9 Authorization of Reserve Accounts

1. The CEO may authorize the annual roll-over of any unused funds or interest into reserve accounts.
2. The CEO may authorize use of all operational reserves (e.g. Gallery commission, Museum unrestricted donations).
3. Board resolution is required for authorization of all Board reserves, including Board investments.
4. Board resolution is required when requesting or recommending Council held reserves be accessed, such as in Development Charge reserves. The Finance Department and/or Council shall approve such requests, according to the TBM by-law.

SYS.2018.90.10 Cash on Site

5. As a safety to the staff, BMPL shall not hold large quantities of cash on site.
6. A \$100.00 till float shall be made available to each Circulation Desk, and placed in a safe during off-hours.
7. A \$200.00 petty cash float shall be made available to each location and kept in the safe.
 - 7.1. Petty cash slips shall be completed by two (2) employees and be accompanied by the original itemized receipt.
8. Cash should be removed to the safe at least one time per shift, or as large purchases are made.

9. Donations in excess of \$500 cash may not be accepted at the desk. Larger amounts may be accepted in cash by the CEO only [See Donations Policy POL-SYS.2018.52 *Not-for-Profit Activities in the Name of the Board*].
10. Deposits shall be made regularly by the CEO or designate in order to ensure the safety of staff and revenue.

SYS.2018.90.11 Disposal of Assets

1. The Board accepts The Town of The Blue Mountains Disposal of Physical Assets policy [POLICY FS.08.07].
 - 1.1. Items held on the TBM ledgers shall be turned over to the Town for disposition.
 - 1.2. Items expensed under BMPL budgets shall be held on the BMPL ledger, and therefore funds from the sale of disposed assets shall be returned to the BMPL.
2. The CEO may determine from time to time what items will be considered surplus.
3. Museum artifacts shall follow de-acquisition protocols as defined in *POL-ADM.2018.98 Museum Collections* and shall be determined by the CEO in consultation with the Curator.
4. BMPL materials are exempt from this policy and will follow *POL-ADM.2018.75 Collection Management*.

SYS.2018.90.12 Lotteries and Contests

1. Board members, employees and members of their immediate families are not eligible to win contests sponsored by the BMPL.
2. Board members, employees and members of their immediate families may participate in raffles, as these are games of chance.
3. Lottery and contest rules shall be published on the BMPL website and available in print to those by request. Rules must follow all relevant legislation.

SYS.2018.90.13 Whistleblower Statement

Any Personnel who has knowledge of deficiency in, or non-compliance with, BMPL policy shall report with impunity to the CEO or Board Chair.

SYS.2018.90.14 Review Cycle

This policy will be reviewed at least once per Board cycle.



Type: System
Authority: Board
Resolution No.: BMPL 2022-028 on 3-17-22
Associated Documents: 2022-2026 Strategic Plan
Original Approval: 3-17-22
Amended On:
Reviewed On:

SYS.2022.02.1 Purpose

1. The mission statement articulates the Board's and the Personnel's shared understanding of the core purpose of the System: Library, Museum/Archives and Gallery. All strategic decisions need to support the mission.
2. The mandate specifies more closely the core function of each of the areas of the Gallery, Library, Archives, and Museum (GLAM).

SYS.2022.02.2 Mission Statement of the Blue Mountains Public Library System

The Blue Mountains Public Library is a dynamic centre of community engagement where everyone can connect, explore and create.

SYS.2022.02.3 GLAM

The BMPL is comprised of a Gallery, Library, Archives and Museum (GLAM). At the time of the establishment of BMPL in 1995 and the opening of L.E. Shore in 1996, the organization was an early trail blazer of the GLAM by including a gallery within the building. For this, and the design of the facility, BMPL won awards. In 2016 the Board and TBM further established the organization as a GLAM when the Craighleith Heritage Depot community museum became a part of the BMPL. GLAMs are now understood to be the culture hubs of communities across the province, and more regularly have been seen to have a single operational body, such as in the BMPL model.

SYS.2022.02.4 Library Mandate

The Blue Mountains Public Library supports 21st Century literacies by ensuring equitable access to information in all its forms to grow an informed and connected citizenry. As a community hub we offer programs and spaces which enable people to gather, socialize, learn, and play.

SYS.2022.02.5 Museum Mandate

The Craighleith Heritage Depot community museum provides tangible links to the community, via artifacts, and intangible associations via memory, stories, and folklore. Through conservation and collection management the museum is a steward of local culture and natural heritage. As a designated heritage building, the Depot is not only the community museum facility, but a significant part of the collection.

SYS.2022.02.6 Gallery Mandate

The Gallery at L.E. Shore acts as a centre for arts and culture in The Town of the Blue Mountains. The Gallery has a focus on artists and art forms of The Blue Mountains and our local area, as well as providing education to the community in the area of arts and culture.

SYS.2022.02.7 Archives Mandate

The archives acquires and preserves local documentary objects at the Craigleith Heritage Depot in support of the community museum mandate. The wide range of archival material is a key resource that assists museum exhibition, education and programming as well as individual and community interests in the area of history, heritage and culture.

SYS.2022.02.8 Review Cycle

The mission statement is developed, reviewed and/or revised by the Board according to the Board's Policy Review Schedule board as part of the planning cycle.

POL-SYS.2022.03**Title: *Vision Statement*****Type:** System**Authority:** Board**Resolution No.:** BMPL 2022-028 on 3-17-22**Associated Documents:** Strategic Plan 2022-2026**Original Approval:** 3-17-22**Amended On:****Reviewed On:****SYS.2022.03.1****Purpose of the Vision Statement**

The vision statement describes the future success of the BMPL. By creating a compelling vision, the Board encourages action that moves the GLAM towards a desirable future. This policy ensures that the Board and Personnel are guided by a clearly articulated Vision.

1. The Vision Statement is used as a decision-making framework for Board and Personnel.
2. All strategic decisions of the Board need to support the Vision.

SYS.2022.03.2**Vision Statement Blue Mountains Public Library System**

Our Community Hubs meet the evolving interests and needs of our diverse and growing population through thriving Gallery, Library, Archives and Museum (GLAM) services.

SYS.2022.03.3**Review and Revision**

The Vision Statement is developed, reviewed and/or revised by the Board according to the Board's Policy Review Schedule as part of the planning cycle.

**Type:** System**Authority:** Board**Resolution No.:** BMPL 2023-041 on 06-15-23**Associated Documents:****Original Approval:** 06-15-2023**Amended On:****Reviewed On:**

Scope

The Blue Mountains Public Library Board is committed Inclusion, Diversity, Equity, and Access (IDEA), both within our service model and in our governance deliberations and actions. In order to be a site of excellence for our community we recognize this need and embrace the ever-changing community needs and interests pertaining to IDEA.

SYS.2023.01.1

Declaration

The BMPL is committed to fostering an environment which makes inclusion, equity, diversity, and access (IDEA) a priority in planning and decision making for staffing, governance, collections, services, and spaces. Our personnel training will include accessibility, anti-racism, and cultural awareness training.

The BMPL endorses the *CFLA Position Statement of Diversity of Inclusion* prepared by the Canadian Federation of Library Associations which specifies Library, but we read as GLAMs:

“The Canadian Federation of Library Associations (CFLA-FCAB) believes that a diverse and pluralistic society is central to our country’s identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada’s libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.”

SYS.2023.01.2

Definitions of IDEA

1. **Inclusion** is the act of creating environments and spaces in which any individual or group feels welcomed, valued, respected, supported and can fully participate. An inclusive and welcoming climate embraces differences and offers respect in words and actions for all people.
2. **Diversity** - the range of human differences, including but not limited to race, ancestry, place of origin, citizenship, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, mental ability, education and political beliefs, many of which are listed within the *Ontario Human Rights Code*, R.S.O. 1990, chapter H.19 s. 5 (1).
3. **Equity**- Definitions of equity vary but all focus on the ideals of justice and fairness. Whereas equality means providing everyone with the same number of resources regardless of whether

everyone needs them, equity is when resources are shared based on what each person needs to adequately level the playing field.

4. **Access** refers to the ability to access the services and programs of BMPL. This is not an accessibility consideration, as per the AODA, but rather the feeling of being welcome, understanding how to utilize the services, ability to participate in services (time of day, locations, virtual). Access is a part of each of inclusion, diversity and equity, and without having the ability or invitation to access services, a user or entire segment of users will impacted.

SYS.2023.01.3 Collections

BMPL will provide diverse collections relating to cultures, languages, religious traditions, and peoples, in all our formats from books to audio and video materials. We will achieve this through:

1. Including a broad range of authors, content creators and experiences represented within our collections;
2. The use of respectful terminology in our subject headings and descriptors, including the use of Indigenous Subject Headings as they become available;
3. Not using known demographics of the community as the only basis for collecting collections, as an inclusive community is wide and varying and must provide content on a variety of topics which encourage our community to be open;
4. Acknowledging that materials may not embrace the values of IDEA, and strive to balance our collection, including our local history and museum collections which are intrinsically built on colonial frameworks.

SYS.2023.01.4 Service

1. As we develop and deliver services and programs, we work with our many communities to develop inclusive consultation and engagement processes and to develop services in appropriate ways. We will seek to understand how diverse community groups define and describe themselves and we will listen to and learn from communities rather than relying on indirect sources.
2. In the spirit of IDEA for all members, the Library welcomes the exhibit of displays and provision of programs and services that reflect and fit within the location's communities (e.g., displays during various religious holidays, culturally significant dates, etc.)
3. We encourage our community to offer recommendations for programs that would assist BMPL to be a more open and inclusive hub in our community.

SYS.2023.01.5 Spaces

BMPL continues to look at our role as a community hub as part of our Strategic Priorities.

1. We will provide welcoming spaces for all.
2. Our spaces will be inclusive with areas free of bias (e.g., gender neutral, collection arrangement, etc.)
3. Our planning of spaces will include our strategies on IDEA (e.g., gender neutral, universal washroom facilities, collection arrangement, art, etc.)

SYS.2023.01.6 Partnerships

1. AS BMPL considers partnerships, we will ensure that we are partnering with organizations who hold similar values on IDEA.

2. BMPL representation will participate in the municipal programs and committees committed to IDEA.

SYS.2023.01.7	Review and Revision
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The policy is developed, reviewed and/or revised by the Board every four years, or as new understandings of IDEA emerge or present themselves.

Board Meeting

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.15 Annual H&S and AODA Policy Review
Date: May 16, 2024
Prepared by: Jennifer Murley, CEO

A. Recommendations

THAT this Board approve the H&S and AODA policies as presented/amended:

- POL-ADM.2018.45: Commitment to Health & Safety
- POL-ADM.2018.46: Fire Safety & Emergency Preparedness
- POL-ADM.2018.47: Work Alone
- POL-ADM-2018.48: Respectful Workplaces
- POL-ADM.2018.49: AODA Requirements and Employment for Individuals with Disabilities
- POL-ADM.2018.73.IN: Patron Complaints and Incidents
- POL-ADM.2019.01 Fit For Work

B. Background

Annually, the Board conducts a policy review of health and safety (H&S) and Accessibility for Ontarians with Disabilities Act (AODA) policies scheduled for that year. Recommended changes have been provided in the Board package with tracked changes.

Respectfully Submitted,

Jennifer Murley, CEO
LibraryCEO@TheBlueMountains.ca
519-599-3681 extension 148

POL-ADM.2018.45

Title: *Commitment to Health & Safety*



Type: Human Resources – Health & Safety

Authority: Board

Resolution No: BMPL 2018-78 on 4-19-18; POL-ADM.2018.45

Associated Documents:

- Employment Standards Act, S.O. 2000 Part 1
- Occupational Health and Safety Act, RSO 1990, c.O.1
- Accessibility for Ontarians with Disabilities Act, SO 2005, c.11
- The Ontario Public Library Guidelines
- Standards for Ontario Community Museums
- TBM POL.HS.08.02 Joint Health and Safety Committee
- TBM Occupational Health & Safety
- TBM POL.HS.09.05 Workplace Inspections
- PLAN.HS.2018.3 Workplace Discrimination
- PLAN.HS.2018.4 Workplace Violence & Sexual Violence
- PLAN.HS.2018.6 Lockdown
- Joint Health & Safety Committee Terms of Reference

Original Approval: 04-19-2018

Amended On: 05-16-2019; 04-16-2020; 05-20-2021; 9-21-2023

Reviewed On: 05-19-2022

Purpose

Health and Safety Policies define how the legislation applies to the Blue Mountains Public Library. They set the framework for the physical spaces, operations of the BMPL, the wellbeing of staff and BMPL users, and provide direction to Board, Staff and Community. The CEO and Personnel are responsible for knowing, understanding, and complying with the policies.

Legal Framework

The Associated Documents list above identifies the primary Acts and external documents which apply to the Board and direct the CEO.

Scope

The Blue Mountains Public Library Board is committed to Health and Safety, and will make every effort to provide a safe, healthy work environment and to reduce the risk of injury to employees, volunteers, and the general public. These policies provide direction to the Library Board and CEO, as well as to all employees including paid employees (permanent, non-permanent, full-time, part-time, casual and student workers) and all non-paid workers (volunteers, cooperative education students, placement

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students, and interns) collectively referred to as Personnel. Independent Contractors are required to uphold all Health and Safety Policies when the contractor is working on site.

ADM.2018.45.1 Compliance with Legislation

The Board will comply with its duty under the OHSA, and all other related legislation by taking *every reasonable precaution for the protection of BMPL workers*. The CEO and Managers will be accountable for the health and safety of workers under their supervision, and for assessing risks, providing information, training and competent supervision. All workers must be dedicated to the continuing objective of reducing risk of injury by working in compliance with legislation, by following safe work practices and established procedures, and by reporting perceived risks to safety on an ongoing basis.

ADM.2018.45.2 Commitment to Health & Safety

1. Through inspections, BMPL, including its library, museum/archives, and gallery, shall identify and meet all Health & Safety requirements, in accordance with the Ontario Employment Standards Act, the Ontario Health and Safety Act, Board and Town standards. These standards include but are not limited to:
 - 1.1. Providing adequate number of Health & Safety Representatives and/or Officers and Committees;
 - 1.2. Posting copy of the most recent poster published by the Minister on such information about the ESA and the regulations as the Minister considers appropriate in at least one conspicuous place of the employer;
 - 1.3. Providing a copy of the Minister-published poster to Personnel at the time of contracting or within 30 days of the first day worked; and
 - 1.4. Establishing and enforcing Policies, Procedures and Plans to protect against accident or injury to BMPL users and staff.
2. The CEO will ensure that Managers are aware of and adequately trained to perform all duties, including supervision and training of employees and volunteers pertaining to these policies.
3. The CEO will include Health and Safety risks in the annual risk assessment report for the Board.

ADM.2018.45.3 General

1. BMPL follows the Internal Responsibility System (IRS) where “everyone has direct responsibility for health and safety as an essential part of ~~their~~^{his or her} job” (Ministry of Labour).
 - 1.1. The IRS includes the employer (Board and CEO), supervisors (managers), JHSC, and workers (Personnel).
 - 1.2. Each person shall take initiative on health and safety issues and shall work to solve problems and make improvements on an ongoing basis.
 - 1.3. The JHSC and its supervisor/worker members have the same level of responsibility as all supervisors/workers within the IRS as *everyone has a direct responsibility*.
2. The CEO, in partnership with the JHSC, will assess safety needs, and develop procedures and train for implementation and reporting re:
 - 2.1. Fire, Flood, Tornado threats and other emergencies that threaten personal safety, equipment or collections.

- 2.2. First Aid/CPR/Defibrillator
- 2.3. Addressing drug poisoning and the use or access to Naloxone
- 2.4. Lock Down and Hold and Secure
- 2.5. Bomb threats
- 2.6. Abusive and dangerous behaviour by individuals
- 2.7. Medical emergencies
- 2.8. Ergonomics
- 2.9. Pandemic/epidemic and/or outbreaks
- 2.10. WHMIS
- 2.11. Facilities Inspections (interior and exterior)
- 2.12. Vandalism, Theft and Crime Prevention
- 2.13. Workplace Violence and Harassment
- 2.14. Working Alone
3. The CEO will ensure that hard copies of Fire Code Capacity, Emergency Exit Plan and Workplace Violence and Harassment posters/notices are posted at each site, and that all new employees/volunteers are directed to same during orientation.
4. The CEO shall develop and provide to all employees and volunteers an e-location for Human Resources materials outlining all policies and procedures, and shall ensure that all employees receive initial orientation and annual reviews of all safety-related policies and procedures.
5. The Board ensures that funding, time, and resources are dedicated to training the staff in safety, security and emergency procedures.

ADM.2018.45.4 Rights of Employees

The three most basic rights of employees according to the Canadian Labour Code are:

1. *The Right to Know*: this is the right to be informed of any foreseeable threat or hazard in the workplace.
2. *The Right to Participate*: this is both a right and responsibility to participate in keeping the workplace a safe environment by identifying, making notice of, and where able, correcting any real or potential hazards; and
3. *The Right to Refuse*: this is the right to refuse dangerous work when it could be a danger to themselves, use of equipment which presents a danger to themselves or a co-worker, or performance of an activity which constitutes a danger to themselves or a co-worker.

ADM.2018.45.5 Physical Environment

1. To best serve our BMPL users, Personnel and community, the buildings and grounds must be a safe and healthy environment to work and visit. In order to maintain this end:
 - 1.1. Monthly Health & Safety checks focused on worker safety shall be completed by the JHSC worker representatives.
 - 1.2. Daily, weekly and monthly Risk Management inspections, which include items that affect patrons' safety and facilities maintenance, shall be completed by the CEO and/or staff designates.

2. In addition to physical safety, a healthful environment includes a facility which is warm, welcoming, and free of harassment. The BMPL does not condone any behaviour which is deemed by BMPL users, Personnel, or the Board to be:
 - 2.1. Threatening or harassing (physical, verbal, sexual, emotional);
 - 2.2. Entering the building or BMPL off site programs when under the influence of alcohol or drugs; or
 - 2.3. Unwanted by BMPL users, Personnel, or Board.
3. Anyone behaving in an inappropriate manner shall be spoken to by staff and may be removed temporarily or for a suitable time period following the event. The possibility of removal applies to staff, Board, volunteers, BMPL users and visitors alike. Should a situation escalate or an individual refuse to leave the building, all staff are encouraged to call 9-11, notify the CEO or their direct manager immediately, and file an incident report.

ADM.2018.45.6 Joint Health and Safety Committee (JHSC)

1. BMPL shall establish a JHSC with Terms of Reference, regardless of size of organization and legislation to do so.
2. BMPL employees will participate on the BMPL JHSC and follow all provincial standards for membership complement.
 - 2.1. Providing that the BMPL has fewer than twenty (20) employees, and therefore is not required to have a JHSC, only one worker Health & Safety Representative is required per site.
3. The CEO will ensure that the BMPL Joint Health and Safety Committee (JHSC) is seen as a partner in development and review of all Health and Safety policies and practices, giving them ample notice of required changes to policy and practice, and ample time to review and provide feedback.
4. The CEO or designate may will participate in the Town of the Blue Mountains' JHSC as a guest.

ADM.2018.45.7 Cooperation with the Town

1. The BMPL cooperates with TBM and other agencies responsible for health and safety and emergency preparedness in the municipality.
2. The Board endorses, and Personnel shall receive and adhere to the following TBM Health & Safety policies:
 - 2.1. *TBM Corporate Health & Safety Policy*
 - 2.2. *POL.HS.09.05 Workplace Inspections*

ADM.2018.45.8 Opportunities for Feedback

Feedback is an important part of providing a safe working, playing, and learning environment. The CEO shall:

1. Receive feedback from the public and Personnel to improve the facility specific to:
 - 1.1. Working environment;
 - 1.2. Public spaces;
 - 1.3. Entry and access;
 - 1.4. Washrooms; and
 - 1.5. Disabilities, both visible and not.

2. Determine if there are Health and Safety concerns for those members of the staff, volunteers, or public, and how to best rectify them.

ADM.2018.45.9 Reports to the Board

In addition to general updates and administrative reports, the Board shall receive the following reports:

1. Risk Assessment
2. Workplace Violence Compliance Report
3. Continuous Improvement Report

ADM.2018.45.10 Review Cycle of Health & Safety Policies

As required by The Occupational Health & Safety Act, the Blue Mountains Public Library Board will review these policies on an annual basis or as required by legislated updates and changes. The JHSC shall provide its informed feedback to the Board prior to this review process.

**Type:** Health & Safety**Authority:** Board**Resolution No:** BMPL 2018-78 on 4-19-18; POL-ADM.2018.46

Associated Documents:

- Fire Protection and Prevention Act, SO 1997, c.4
- TBM Emergency Preparedness Plan
- PLAN.Fire.2018.LES Fire Safety Plan
- PLAN.Fire.2018.LES After Hours Users
- PLAN.Fire.2018.CHD

Original Approval: 04-19-2018**Amended On:** 05-16-2019; 04-16-2020; 05-20-2021; 05-19-2022; 09-21-2023**Reviewed On:**

Legal Framework

The Board is subject to *Fire Protection and Prevention Act, SO 1997, c.4* and all requirements as provided by the Blue Mountains Fire Department. The Associated Documents list above identifies the legislation and external documents which apply to the Board and direct the CEO.

ADM.2018.46.1 Fire Safety Plan Implementation

Beyond any Annual Fire Inspection by qualified inspectors, the CEO shall be responsible for monthly reviews of the building. The CEO shall:

1. Have a Fire Safety Plan for each building which is approved by the Blue Mountains Fire Department;
2. Complete no fewer than two fire drills at each location annually;
3. Review the Fire Safety Plan annually and ensure each staff and relevant volunteer has reviewed the document and can implement the plan as described.

ADM.2018.46.2 Emergency Preparedness

1. An Emergency Evacuation Plan for Staff and BMPL Users shall be developed by the CEO and posted throughout each building.
2. At any given time, any number of people with visible and unknown disabilities could be in the building. The Emergency Evacuation Plan shall take into consideration people who may not be able to evacuate in a quick and safe manner. This plan will include safe rooms where people can wait during a fire evacuation for assistance by first responders or rooms which can be locked down in the event of a violent altercation.
3. Employees will be familiar with the Emergency Evacuation Plan, and will practice drills at least three (3) times per year including TableTop Exercise and Lock Down drills. These drills will include evacuation for medical and safety reasons.
4. ~~In the event that~~ If an employee or a user is injured, or someone requests/requires minor First Aid assistance, the employee shall offer the First Aid Kit. If the injured individual requires more assistance, the employee shall, at a minimum, call 911 and remain with the individual until emergency services arrive.
 - 4.1. First Aid Kits shall be available at both locations based on OHSa requirements, and a non-worker

First Aid Kit shall be available for off-site programs and events.

- 4.2. By law, no employee is required to provide first aid or Automated External Defibrillator (AED) services.
- 4.3. The AED is provided in both LES and CHD, in a public location. There may be situations when a member of the public chooses to use this equipment while staff support in other ways, such as crowd control or communicating with 911. If an event occurs outside of the building on or adjacent to BMPL grounds, and a member of the public removes the AED to this scene, staff will do a minimum of calling 911 and informing the operator that the BMPL AED has been provided.

ADM.2018.46.3 Duty to Maintain Equipment

1. It is the responsibility of the CEO to ensure Fire Safety Equipment is maintained in accordance with the Fire Safety Plan.
2. It is the responsibility of the JHSC to ensure First Aid materials are made available by the employer for both employees and public access.
3. It is the responsibility of the CEO to provide AED replacement pads on an annual basis or upon use.



Type:	Health & Safety
Authority:	Board
Resolution No:	BMPL 2018-78 on 4-19-18; POL-ADM.2018.47
Associated Documents:	<ul style="list-style-type: none"> • Occupational Health and Safety Act, (OHSA), R.S.O. 1990 • Canadian Centre for Occupational Health and Safety • Ontario Public Library Guidelines • PLAN.HS.2018.1 Work Alone Program
Original Approval:	04-19-2018
Amended On:	05-16-2019
Reviewed On:	05-14-2020; 05-20-2021; 05-19-2022; 09-21-2023

Legal Framework

The Associated Documents list above identifies the primary Acts and external documents which apply to the Board and direct the CEO.

ADM.2018.47.1 Definition

A person is "alone" in the workplace when they are on their own, or when they cannot be seen or heard by another person. While it is not always hazardous to work alone, it can be when other circumstances are present. Whether a situation is high or low risk will depend on the location, type of work, interaction with the public, and/or the consequences of an emergency, accident, injury, etc. Each situation must be assessed individually for potential risks. Ontario does not have a specific regulation regarding working alone, and instead, reliance is placed on the Employer's duty to take all reasonable precautions, as specified in the Occupational Health and Safety Act (OHSA), R.S.O. 1990.

ADM.2018.47.2 Work Alone Program

1. The CEO, in partnership with the JHSC, shall assess risk for working alone on each site of the Blue Mountain Public Library.
2. The CEO, in partnership with the JHSC, shall develop a Work Alone Program which describes the implementation of appropriate safety protocols.
3. The Work Alone Program shall be distributed to each employee and to each location, and be specific to each building of the BMPL.
4. The Program shall identify:
 - 4.1. Occupational hazards,
 - 4.2. Procedures for personal safety,
 - 4.3. Special training, and
 - 4.4. Securing emergency assistance.

ADM.2018.47.3 Working Alone

1. It is the preference of the CEO to have at least two employees in a building during open hours. It is

acknowledged that this may not always be possible due to funding, scheduling conflicts, and sick leave/vacations, and buildings which are multi-area or multi-story.

- 1.1. Employees shall not work alone without the prior consent of the CEO;
- 1.2. ~~Museum E~~employees shall not work alone without access to a panic button; and
- 1.3. No student, volunteer, or youth worker (under 18) shall be allowed to work alone in the building.
2. All Personnel shall receive training for work alone situations which shall include:
 - 2.1. Emergency response procedures, including fire, lock down and hold and secure;
 - 2.2. Security systems operation;
 - 2.3. Use of panic buttons;
 - 2.4. Procedures for handling/securing money and other valuables (technology hardware);
 - 2.5. Procedures for accommodating people with special needs;
 - 2.6. Procedures for addressing confrontational individuals (crisis intervention techniques/maintaining a reactionary gap); and
 - 2.7. Procedures for closing and exiting the building when alone/last to leave.
3. It is the responsibility of the individual employee to ensure they understand the procedures in place for each Work Alone Program to ensure their own safety and security.

POL-ADM.2018.48 Title: *Respectful Workplaces*



Type: Health & Safety
Authority: Board
Resolution No: BMPL 2018-78 on 4-19-18; POL-ADM.2018.48
Associated Documents:

- The Occupational Health and Safety Act (OHSA), R.S.O. 1990
- Ontario Human Rights Code, R.S.O. 1990 Chapter H.19
- Criminal Code RSC 1985, c C-46

Original Approval: 04-19-2018
Amended On: 05-16-2019; 05-20-2021
Reviewed On: 05-14-2020; 05-19-2022; 09-21-2023

Legal Framework

The Associated Documents list above identifies the primary Acts and external documents which apply to the Board and direct the CEO.

ADM.2018.48.1 Definitions

Discrimination includes any distinction, exclusion, or preference based on the protected grounds in the Ontario Human Rights Code, which nullifies or impairs equality of opportunity in employment, or equality in terms and conditions of employment. The protected grounds of discrimination are: race, colour, ancestry, citizenship, ethnic origin, place of origin, creed, religion, age, sex (including pregnancy), sexual orientation, gender identity, gender expression, family and marital status, disability or perceived disability, and a record of offences for which a pardon has been granted under the federal Criminal Records Act and has not been revoked, or an offence in respect of any provincial enactment.

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Worker as ascribed under the Occupational Health and Safety Act includes any person recognized by the BMPL as a volunteer.

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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.

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Workplace Sexual Harassment means 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 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.

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ADM.2018.48.2 Commitment to Respectful Workplaces

1

1. The Blue Mountains Public Library Board recognizes the dignity and worth of every person and is committed to providing a workplace free from violence, discrimination, and harassment, and in ensuring any complaint is addressed in a timely manner with fairness and confidentiality.
2. Workplace violence, discrimination or harassment shall not be tolerated from any person, including the CEO, Board Members, staff, volunteers, BMPL users, visitors, or family members.
3. The CEO will report to the Board on compliance with this policy, including the number of incidents, how they were dealt with, and any recommendations made. This report will be done on a yearly basis.
4. As a result of this annual report, or upon any report of non-compliance, the Board will evaluate the effectiveness of this policy and make any changes needed.

ADM.2018.48.3 Workplace Violence

2

1. The Blue Mountains Public Library recognizes the definition of violence as set out in the *Occupational Health and Safety Act*. The Occupational Health and Safety Act defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:
 - 1.1. Attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a
 - 1.2. Statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.
2. Violence in the workplace includes but is not limited to:
 - 2.1. Verbally threatening to attack a worker;
 - 2.2. Leaving threatening notes or sending threatening e-mails to the workplace;
 - 2.3. Shaking a fist in a worker's face;
 - 2.4. Spitting or otherwise spreading bodily fluids;
 - 2.5. Wielding a weapon or any object which can be used as such;
 - 2.6. Hitting or trying to hit a worker;
 - 2.7. Throwing or kicking an object; or
 - 2.8. Sexual aggression against a worker;
 - 2.9. Kicking an object the worker is standing on, such as a ladder;
 - 2.10. Trying to run down a worker using a vehicle or equipment;
 - 2.11. Intentionally or recklessly damaging the property of others;
 - 2.12. Intentionally causing alarm;
 - 2.13. Creating a hazardous condition or danger by recklessly engaging in conduct which creates a substantial risk of serious physical injury; or
 - 2.14. Intentionally placing or attempting to place another person in fear of imminent physical injury.

ADM.2018.48.4 Workplace Discrimination

3

1. The BMPL adheres to Ontario *Human Rights Code* with respect to the right of freedom from discrimination in employment: *"Every person has a right to equal treatment with respect to*

employment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability". HRC R.S.O. 1990, CHAPTER H. 19 s. 5.1

2. Discrimination in the workplace may include abuse of authority or position of power:
 - 2.1. To endanger a staff member's job;
 - 2.2. To undermine the performance of that job;
 - 2.3. To threaten the economic livelihood of the staff member; or
 - 2.4. To interfere with or influence the career of the staff member in any way.

ADM.2018.48.5 Workplace Harassment

4

1. The Board recognizes the definition of harassment as set out in the Ontario *Human Rights Code* and the *Occupational Health and Safety Act*, both of which define harassment as engaging in a course of vexatious comments or conduct that is known or ought reasonably to be known to be unwelcome.
2. The definition of Workplace Harassment includes Workplace Sexual Harassment.
3. The Ontario *Human Rights Code* and the *Canadian Human Rights Code* prohibit harassment in the workplace on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status, or disability.
4. The *Occupational Health and Safety Act* identifies harassment as personal, and not as a result of one's participation in a recognized group, which would otherwise be covered by the criminal code.
5. The definition of workplace harassment includes workplace sexual harassment, psychological harassment and personal harassment. This may involve:
 - 5.1. Unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers, in a workplace;
 - 5.2. Behaviour that intimidates, isolates or even discriminates against the targeted individual(s);
 - 5.3. Making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend;
 - 5.4. Displaying or circulating offensive pictures or materials in print or electronic form;
 - 5.5. Bullying; or
 - 5.6. Repeated offensive or intimidating phone calls or e-mails.

6. Workplace harassment should not be confused with legitimate, reasonable management actions that are part of the normal work function including:

6.1. Constructive, respectful disagreement among co-workers.

6.2. Normal and appropriate exercise of supervisory responsibilities, including appropriate performance management, training, work assignment, and discipline.

6.3. Normal social interaction, good-natured joking and appropriate humour in the workplace.

5.7-6.4. Requesting medical documents in support of an absence from work.

6.7. Although it is common for harasses to be in a position of power or authority over the victim, harassment can occur from co-worker to co-worker, supervisor to worker, and worker to supervisor.

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ADM.2018.48.6 Workplace Sexual Harassment

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1. The Board is committed to providing a safe environment for all its employees, free from discrimination on any grounds and from harassment at work including sexual harassment. Sexual Harassment is against the law and is a form of gender discrimination. The Board has a zero-tolerance policy for any form of sexual harassment in the workplace, and will address all allegations of Sexual Harassment in a timely manner in fairness and confidentiality. Any person found to have sexually harassed another may face consequences which may include disciplinary action, up to and including dismissal and notification of police.
2. No person making a complaint in good conscience will be disadvantaged in any way by the employer for making such a complaint.
3. Sexual harassment is defined as:
 - 3.1. 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;
 - 3.2. Making a sexual solicitation or advance where the person making it 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 the solicitation or advance is unwelcome.
4. Anyone can be a victim of sexual harassment, regardless of their gender or sexual orientation or of the gender or sexual orientation of the harasser. The Board recognizes that sexual harassment may also occur between people of the same gender. What matters is that the sexual conduct is unwanted and unwelcomed by the person towards whom the conduct is directed.
5. Sexual harassment can involve one or more incidents, and actions constituting harassment may be verbal and/or non-verbal. Examples of conduct or behaviour which constitute sexual harassment include, but are not limited to:
 - 5.1. *Verbal conduct*
 - 5.1.1. Repeated and unwanted social invitations for dates or physical intimacy;
 - 5.1.2. Insults based on the sex or gender identity of the worker; or
 - 5.1.3. Demanding hugs, dates, or sexual favours.
 - 5.2. *Condescending or paternalistic remarks*
 - 5.2.1. Sending sexually explicit messages (by phone or by email);
 - 5.3. *Physical conduct*
 - 5.3.1. Unnecessary physical contact; or
 - 5.3.2. Invading personal space.
 - 5.4. *Non-verbal conduct*
 - 5.4.1. Display or circulation of pornography, sexual images, or offensive sexual jokes in print or electronic form;
 - 5.4.2. Sexually-suggestive gestures;
 - 5.4.3. Whistling or “Cat Calling”; or
 - 5.4.4. Leering or inappropriate staring.
 - 5.5. *Unfair Disadvantages*
 - 5.5.1. The use of job-related threats or rewards to solicit sexual favours; or

5.5.2. Threatening to penalize or otherwise punish a worker if they refuse a sexual advance.

6. Anyone, including the Personnel, Board members, Library users, contractors or visitors who sexually harasses another will be reprimanded in accordance with this internal policy and may be referred to the police.
7. All sexual harassment is prohibited whether it occurs on BMPL premises or other locations, including at social events, on business trips, at training sessions or at conferences which occur as scheduled hours of work.
8. Unwelcome sexual touching is considered sexual harassment or sexual violence and shall be reported to the police as assault.

ADM.2018.48.7 Implementation

6

1. The CEO is required to take all reasonable measures to ensure a respectful workplace free from violence, discrimination and harassment for all Personnel.
2. The CEO shall ensure that this policy is widely disseminated to all Personnel. All new employees must receive training on the content of this policy as part of their induction into BMPL.
3. Every year, the CEO will require all employees to attend a refresher training course on the content of this policy.
4. The CEO, in partnership with the JHSC, must develop and maintain a Workplace Violence Program. The program shall set out:
 - 4.1. A process for assessing the risk of violence, harassment, sexual harassment in the workplace;
 - 4.2. Means to control risk including those from domestic violence;
 - 4.3. Procedures for reporting incidents of violence and harassment; and
 - 4.4. The process for addressing and investigating violent incidents and complaints.
5. The CEO shall ensure that all employees receive information and are trained on Workplace and Harassment Violence issues including:
 - 5.1. How they may be exposed to workplace violence;
 - 5.2. How they should communicate incidents;
 - 5.3. Prevention of workplace violence and harassment including risk factors; and
 - 5.4. The responsibility to make notification of personal or domestic situations which could enter the BMPL buildings.
6. The CEO, in partnership with the JHSC, must develop and maintain a Workplace Discrimination and Harassment Program. The program shall set out:
 - 6.1. Procedures for reporting incidents of discrimination and harassment, including sexual harassment; and
 - 6.2. The process for addressing and investigating discrimination and harassment, including sexual harassment.

ADM.2018.48.8 Sanctions and Disciplinary Measures

7

1. The nature of the sanctions will depend on the gravity and extent of the violence, discrimination and/or harassment. Suitable deterrent sanctions will be applied to ensure that incidents of sexual harassment are treated seriously. Certain serious cases, including physical violence, will result in the immediate dismissal of the harasser. All criminal matters will be reported to the police.
2. Anyone who has been found to have committed an act of violence or threat of violence, or to have discriminated against and/or harassed another person under the terms of this policy is liable to any of the following sanctions:
 - 2.1. Verbal or written warning;
 - 2.2. Mandated counselling and/or training;
 - 2.3. Adverse performance evaluation;
 - 2.4. Demotion, if in the case of supervisor/direct report relationship;
 - 2.5. Suspension; and
 - 2.6. Dismissal.
3. Personnel who are found to have made false or malicious complaint(s) shall be subject to disciplinary action which may include suspension or termination.

ADM.2018.48.9 Confidentiality and False Reports

8

1. All investigations shall be conducted in confidence, to the extent possible. The Personnel and Board Members acknowledge that disclosure to additional staff or the Board may be required to prevent workplace violence. Privacy may be waived by the CEO in order to ensure the safety of Personnel, BMPL users and Board Members.
2. Documents shall be stored within the Personnel Files and access to these records shall follow MFIPPA.
3. Personnel who are found to have made false or malicious complaints shall be subject to disciplinary action which may include suspension or termination.

POL-ADM.2018.49 Title: *AODA Requirements and Employment for
Individuals with Disabilities*



Type: Health & Safety
Authority: Board
Resolution No: BMPL 2018-78 on 4-19-18; POL-ADM.2018.49
Associated Documents:

- *Accessibility for Ontarians with Disabilities Act (AODA) S.O. 2005*
- PLAN.HS.2018.2 Accessibility Plan
- POL-ADM.2019.01 Fit for Work

Original Approval: 04-19-2018
Amended On: 05-16-2019; 05-19-2022; 09-21-2023
Reviewed On: 05-14-2020; 05-20-2021

Legal Framework

The Associated Documents list above identifies the primary Acts and external documents which apply to the Board and direct the CEO.

ADM.2018.49.1 Purpose

The Blue Mountains Public Library shall offer employment to individuals with disabilities without prejudice. As an organization which works with all members of the community, including the vulnerable sectors and those with disabilities, we believe that all members of the community should be treated with respect and shall receive the best service possible. Likewise, the same level of respect shall be granted to BMPL Personnel with disabilities.

ADM.2018.49.2 Accommodation Plans

1. Any employee requiring accommodation shall give notice to the CEO.
 - 1.1. Pertaining to accommodations for the use of medical cannabis or other prescription medicines during working hours, an employee must adhere to *POL-ADM.2019.01 Fit for Work* as it pertains to safety-sensitive positions.
2. The CEO is responsible for drafting the Accommodation Plan. Should there be a supervisor of the individual other than the CEO, the supervisor shall also participate in development of the plan. The plan shall be shared with the individual for feedback before being finalized.
3. The CEO may choose to discuss the specifics of the Accommodation Plan with other staff ~~in order~~ to:
 - 3.1. Determine how the plan is impacting the general work environment;
 - 3.2. Determine how best to implement the plan; and
 - 3.3. To identify a more responsible plan.
4. Accommodation Plans shall be reviewed annually by both the CEO and the individual. Should a change in position or situation occur, the plan shall be updated within four (4) working days of the new position or employee notice.
5. Accommodations may be requested at any time during employment or volunteering.

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ADM.2018.49.3 Evaluation of Performance Reviews

Any employee having an Accommodation Plan in place shall have an accommodated performance review which ensures that the accommodation plan shall not negatively impact the evaluation and promotion process.

ADM.2018.49.4 Emergency Plans

1. Any individual who has a disability which may prevent them from easily exiting the building in an emergency shall have an individual Emergency Plan in place.
2. The CEO shall develop this Emergency Plan with the assistance of the individual. Other staff may be involved in the development of the plan.
3. Training of all staff shall occur for every Emergency Plan.
4. An Emergency Plan shall be reviewed annually by both the CEO and individual.
5. Should a change in position or situation occur, the plan shall be updated within four (4) working days of the new position or employee notice.

ADM.2018.49.5 Support Staff with Known or Suspected Opioid Use

BMPL shall have Naloxone or similar product, not only for the public, but for any staff who may have a disability of drug addiction, using prescription opioids, or is likely to have an event of a drug poisoning.

The administration of Naloxone is not mandatory, but staff who are enabled to administer Naloxone will:

- Participate in training;
- Be competent to perform the duties associated with naloxone administration;
- Be aware of the side effects and hazards associated with Naloxone administration; and
- Be familiar with the measures to protect themselves from inadvertent exposure when giving Naloxone to another individual.

Staff who choose not to administer Naloxone, or have not been trained, will be provided with information and resources to know the signs of an overdose and to call 911.

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POL-ADM.2018.73.IN Title: Patron Complaints and Incidents



Type: Administrative-Internal
Authority: CEO
Associated Documents:
Original Approval: 5-22-18
Amended On:
Reviewed On:

ADM.2018.73.1

Purpose and Application

1. This policy is designed to enable Library staff to promptly and effectively address program and service delivery complaints raised by members of the public. It provides the mechanism to respond to complaints and will assist BMPL in maintaining excellent and accessible library, museum, and information services.
2. This policy is not designed to address complaints about services outside the scope of BMPL (e.g. municipal services or decisions), Library Board decisions, complaints from employees about other employees or working conditions, complaints which involve ongoing litigation, anonymous complaints, general inquiries or feedback, civil matters, and Frivolous, Vexatious, or Unreasonable requests or complaints.
3. This policy applies to all staff when responding to complaints received from the public.
4. The following are some examples of Complaints covered by this policy:
 - I. Complaints about receiving poor customer service.
 - II. Complaints about the quality of service provided.
 - III. Timeliness in responding to a complaint.
 - IV. Concern that a matter was not completed or carried out in accordance with BMPL's Policies.

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ADM.2018.73.21

Handling of Patron Complaints

In the event of a complaint by a patron or family member of a minor patron, the following steps should be taken:

1. Treat the complainant with respect during the discussion.
2. Inform the complainant that complaints must be put in writing and give a comment card or additional paper as needed. Anonymous complaints will not be accepted.
3. If necessary, get the CEO to process the complaint.
4. Gather information, as available, on the purpose of the complaint as well as expectations and requests for action by the complainant, including:

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4.1. Background leading to the Complaint;

4.2. Date(s), time(s), and location(s) of any incident(s); and

4.3. Name(s) of any employee(s) previously contacted regarding the Complaint(s); and

4.4. Actions the Complainant is requesting of BMPL.;

5. Do not promise to produce any changes which you are not qualified to handle (e.g. policy changes, limitation of materials for viewing by a minor, including onsite books and internet sites);
6. Agree to investigate (or have the CEO investigate) any accusations and/or problems within the week and to have contact made by the CEO direction following the investigation;
7. If the complaint pertains to a staff member, have a different staff member complete the interview and investigation. If the complaint pertains to the CEO, promise to turn the matter over to the Board for further review;
8. If the complainant is disruptive to other patrons, move the discussion out of the main area to the Boardroom or private space. If the situation is perceived to be unsafe remain in the primary building;
9. Should the situation become unsafe, the complainant shall be directed to leave the building while the matter is being investigated. The police may be called in to remove the person if they are unwilling to leave.
10. If a situation occurs where a complainant has been violent or the police were called, an incident report should be completed immediately according to the guidelines of Incident Report completion.

11. Within thirty (30) calendar days of the receipt of the Complaint, a response shall be provided in writing to the Complainant. The response shall include:

11.1. Whether the Complaint was substantiated

11.2. If the Complaint is not substantiated, the reason(s) for the decision; and

11.3. Any actions BMPL has or will take as a result of the Complaint.

12. If after a response from the CEO or designate the Complainant does not believe the Complaint has been adequately resolved, the Complainant may refer the Complaint to the Library Board at a future regular meeting, subject to Section 6: Deputations of the Library Board By-Law (POL-BLG2018.6) entitled "Meetings of the Board". The Board will hear the Complaint and review the response of the CEO or designate for the following purposes:

12.1. Opportunities to make recommendations to the CEO or designate on the matter.

12.2. Opportunities for amendments to Board policy.

12.3. Opportunities for further refinement of customer complaints management.

13. The Board's review will be presented verbally to the Complainant at the meeting and recorded in the minutes. Should further review or investigation be necessary, the Board will advise the Complainant and ensure that they are informed of any future Board meetings or actions on the matter.

14. The Board's review is the final appeal of the Complaint.

ADM.2018.73.32 Handling Inappropriate Behaviour

1. When addressing the individuals, employees is to maintain a calm, non-judgmental attitude; to avoid a loud tone of voice; and to avoid the use of phrases that might be considered condescending or

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offensive. Employees should speak to the person(s) quietly and directly in order to avoid disturbing others and to avoid creating unnecessary embarrassment for either party. The actions are:

- 1.1. The employees shall request that the person(s) stop the inappropriate behavior and clearly identify the inappropriate behavior.
- 1.2. If the inappropriate behavior continues after the first request, the employees shall ask the person(s) to leave the building.
- 1.3. If a patron refuses to leave after being asked to leave, the police should immediately be called to the Library.

ADM.2018.73.43 Incident Reports for Behaviour or Complaint

1. The employees must complete a written report directly following any incident. This report must be read and signed within one business day by the CEO. If the CEO is unavailable by phone, e-mail or text, the report should be forwarded to the manager on duty.
2. The staff should ensure the patron receives any assistance required. If police are needed to support the patron, offer a phone but have them call the police.
3. This form includes:
 - 3.1. The name(s) of the BMPL user(s) or visitor.
 - 3.2. The circumstances surrounding the incident (e.g. what was the behavior, how often did the employees request the behavior to stop).
 - 3.3. What level of support was offered to the individuals involved.


ADM.2018.73.54 Incident Reports for Injuries

1. The employees must complete a written report directly following any incident. This report must be read and signed within one business day by the CEO. -If the CEO is unavailable by phone, e-mail or text, the report should be forwarded to the manager on duty.
2. The staff should ensure the patron receives any assistance required. If medical services such as EMS is required, the staff may call on behalf of the injured patron.
3. In the case of injury, try to keep the patron on site for a few minutes to assess them. A slip and fall may seem to be minor at the onset, but after a few minutes of sitting may become a medical emergency.
4. This form includes:
 - a. The name(s) of the BMPL user(s) or visitor.
 - b. The circumstances surrounding the incident (e.g. how did the incident/injury occur, damage if any, medical assistance provided/refused).
 - c. What level of support was offered to the individuals involved.

ADM.2018.73.6 Privacy

1. Complaints will be dealt with in a confidential manner in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Any information collected for the purposes of this policy will be collected, used, and disclosed only in accordance with MFIPPA or any other legislative requirements.

2. BMPL supports and encourages professional development for all staff. Any responsive actions to a Complaint which involves taking action to improve a staff member's performance will respect the employer/employee relationship and will not be identified to the public or to the Complainant.

POL-ADM.2019.01 Title: <i>Fit for WorkDuty</i>	
	Type: Health & Safety
	Authority: CEO
	Resolution No.: BMPL 2019-57 on 05-16-2019; POL-PUB.2019.01
	Associated Documents: <i>Occupational Health and Safety Act, (OHSA), R.S.O. 1990</i> <i>Canadian Centre for Occupational Health and Safety</i> <i>Ontario Human Rights Code, R.S.O. 1990</i> <i>Criminal Code, RSC 1985</i>
	Original Approval: 05-16-19 Amended On: 04-16-2020; 05-19-2022 Reviewed On: 05-20-2021; 09-21-2023

Legal Framework

The Associated Documents list above identifies the legislation and external documents which apply to this Health and Safety document and direct the CEO.

Scope

This Health and Safety policy applies to all BMPL Personnel and contractors/fee for service.

ADM.2019.01.1	Commitment to a Healthy and Safe Workplace
The BMPL is committed to providing a safe and healthy workplace which is free from the adverse impact of alcohol, and the abuse of legal or illicit substances. To promote this goal, employees, volunteers (<u>including Members of the Board</u>), <u>student placements</u> , and contractors are required to report to work in a fit condition and perform their jobs safely and efficiently.	
ADM.2019.01.2	Definition
1.	<u>Alcohol: Means beverage alcohol, ethyl alcohol, such as beer, wine, distilled spirits, and any mixture thereof.</u>
2.	<u>Fit for Duty: Means that an individual is able to perform the duties of their job, not under the influence of any legal or illegal drug, alcohol, or medication that will hinder job performance or compromise the safety of their self or others.</u>
1-3.	Substance: Any substance, that if consumed, has the effect of intoxicating the user and/or impairing their ability to perform their job duties. This includes but is not limited to alcohol, opiates, hallucinogens, cannabinoids (e.g. cannabis) or medication (either prescription or over the counter, including medical cannabis).
2-4.	Medical Cannabis: Cannabis provided by a physician to be used at a period when the employee would normally be at work and taken as directed.
3-5.	Workplace: Includes any of the BMPL facilities or any site at which the employee attend as part of their duties (e.g. public park for program, other office for meeting, etc.).
4-6.	Impairment: The inability to <u>safely, competently or efficiently perform work dutiesperform work duties safely, competently or efficiently</u> without limitation resulting from substance use, after effects of substance use or otherwise being under the influence of substances.

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5.7. Misuse of Medication: The intentional use of medication in a way or for a purpose that was not intended, or under circumstances that risks the health or safety of the employee, their co-workers and/or the workplace.

6.8. Safety-Sensitive Position: a position where impairment could result in direct risk of injury to any person, property (real or otherwise). This includes a direct and substantial impact on the safety or health of an employee, other workers, BMPL users, visitors, the public, the environment, BMPL property, or TBM property.

7.9. Undue Hardship: The limit of the BMPL's capacity to accommodate without experiencing an unreasonable amount of difficulty or expense. According to the *Ontario Human Rights Code*, an employer must provide accommodation "up to the point of undue hardship." This means accommodation does not need to be provided if doing so would impose an unreasonable burden on the BMPL, having regard to health, safety, and/or financial considerations.

8.10. Illicit drugs: These are drugs which are considered a controlled substance and illegal under the criminal code.

9.11. Signs of Impairment: May include, but are not limited to, personality changes or erratic behaviour (e.g. increased personality conflict, overreaction to criticism, and/or threatening behaviour); appearance of impairment at work (e.g. odour of alcohol, glassy or red eyes, unsteady gait, slurring or poor coordination); working in an unsafe manner or involvement in an accident/incident; consistent lateness; absenteeism; reduced productivity and quality of work, including frequent mistakes carrying out duties.

ADM.2019.01.3 Fit for Work

1. An employee is Fit for Work when they are in a state (physically and psychologically) to perform the essential duties of their job competently and in a manner which does not compromise the safety and health of themselves or others.
 - 1.1. Fit for Work is a Health and Safety matter.
 - 1.2. BMPL recognizes that employees who use or are impaired by substances while performing work endanger not only themselves, but their co-workers and users of the facility.
 - 1.3. BMPL recognizes that staff are, from time to time, prescribed medication which may impact their ability to carry out their duties, or represent the BMPL in public interactions.
2. The employee is expected to report to the workplace *Fit for ~~Work Duty~~*, and remain fit for work for the entirety of their shift.

ADM.2019.01.4 Safety-Sensitive Positions

1. BMPL positions are considered safety sensitive positions when the employee:
 - 1.1. Works with the vulnerable sector;
 - 1.2. Is responsible supervisor of the building for part or all of their shift;
 - 1.3. Is a programmer;
 - 1.4. Has front desk shifts regularly scheduled.
2. Accommodations may not be possible for employees who work in safety-sensitive positions due to undue hardship, as hours are scheduled according to the needs of building supervision, programs, and front-desk duties.

ADM.2019.01.5 Addiction

BMPL recognizes that addiction to illicit drugs, alcohol, or prescription medications is a serious health problem. The intent of this policy is to accomplish health and safety in a manner that is fair and

consistent with the Human Rights Code. The ultimate goal is not to punish, but help employees identify and get help for their substance abuse issues so that they can return to work healthy, safe, and productive. BMPL will support employees in taking medical leaves, as requested, to seek treatment programs.

ADM.2019.01.6 Prescription Medications

1. Prescription medication is understood to be provided in good faith by a medical practitioner for personal health and wellness, and to be used according to medical instruction.
2. It is also understood that while on some medications an employee may not meet the Fit for ~~Work~~ Duty criteria if the medication can cause an impairment and the employee works in a safety-sensitive position.
3. It is the responsibility of the employee to notify their direct supervisor or CEO of any prescription drug which could impact fitness for work.
4. BMPL will work with the employee to provide accommodation, where alternate duties are available. This may not always be possible, depending on the job description and necessary duties.

ADM.2019.01.7 Illicit Drugs and Alcohol

1. As the employee has access to and responsibility for the vulnerable sector and supervision of the facility, BMPL has a zero-tolerance policy for illicit drugs and alcohol use.
2. Violations shall result in disciplinary action up to and including termination.

ADM.2019.01.8 Duty to Report

1. Employees are the face of BMPL. Those who are seen by the public to be under the influence of substances may, not only cause a potential Health and Safety hazard, but also damage the brand and reputation of BMPL.
2. Employees have a duty to report any use of substances, including prescriptions which can cause impairment.
 - 2.1. BMPL acknowledges that employees with addictions may deny their addiction.
 - 2.2. BMPL also acknowledges that employees taking substances or prescriptions are aware of their use, and are therefore expected to report use. This is understood to be the reporting of use, not reporting of an addiction.
 - 2.3. BMPL encourages employees to report addictions and seek supports or treatment.
3. Coworker and supervisors have a duty to report any suspected impairment or addiction as a matter of health and safety.
 - 3.1. Reporting should be respectful and confidential.
 - 3.2. Reports of suspected impairment or addiction will be taken in good faith. -False reports, made knowingly or maliciously, will follow the disciplinary process.

ADM.2019.01.9 Management Responsibilities

The CEO has the responsibility to:

1. Protect the workplace, the BMPL Personnel, and the BMPL users.
2. Establish and maintain a work environment in which all employees are treated with dignity, and that fosters a climate of understanding and mutual respect for the value of each employee.
3. Communicate with employees about the need to report to the workplace Fit for Work and remain Fit for Work throughout the entire workday. This includes answering questions about this policy.
4. Maintain confidentiality of personal information obtained during the process of addressing a concern regarding Fit for Work and refrain from disclosing personal information except to the extent

that the disclosure is necessary for the purpose of investigating concerns, taking corrective action, protecting the health and safety of employees, or as otherwise required by law.

5. Promptly identify and manage performance issues that may be related to the use of an impairing substance, and/or substance dependency or addiction.
6. Ensure that employees are aware of the resources available to them.
7. Encourage employees needing support for addiction to seek professional care or treatment.
8. Ensure that employees understand the requirement to disclose the use of an impairing substance that may affect job performance or compromise their or others' health and safety in the Workplace.
9. Evaluate any employees for accommodation opportunities.

ADM.2019.01.10	Return to Work
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In the case of an employee taking leave to complete a treatment program:

1. A "return to work clearance" from a family doctor or treatment program will be required.
2. BMPL has the right to implement a drug testing as part of a return-to-work program.

ADM.2019.01.11	Exemptions
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1. There are situations when employees may choose to participate in licensed events, such as at staff retreats, business luncheons, Gallery Openings, etc. Employees may choose to participate in alcohol use in these situations *providing* they do not become legally impaired or display signs of impairment.
2. Social events which the staff may attend together (e.g. annual TBM Christmas Party, wedding shower) are not required workplace activities and are therefore not covered under this policy.

Board Meeting

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.16 New Policies
Date: May 16, 2024
Prepared by: Jennifer Murley, CEO

A. Recommendations

THAT this Board approve the two new policies, POL-ADM.2024.01.IN: Frivolous, Vexatious, or Unreasonable Complaints; AND Policy POL-PUB.2024.02 Respectful Public Interactions as amended/presented.

B. Background

Public libraries across Canada have been making the headlines due to an increase in the frequency and intensity of security incidents in their spaces; so much so, that in December of 2023 the Safety and Security Working Group of the Canadian Urban Libraries Council released a Safety and Security Toolkit.¹

The safety and security of public library spaces and staff are the priority of the Board. These new policies were created in response to an increase in security incidents at both branches of the Blue Mountains Public Library and are designed to further outline the behavioural expectations of staff and patron interactions, and to help staff and the Board manage and respond to issues and complaints in a fair, transparent manner.

Respectfully Submitted,

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¹ CULC Safety and Security Toolkit (December 2023). Retrieved from www.librarysafety.ca.

POL-ADM.2024.xx.IN Title: Frivolous, Vexatious, or Unreasonable Complaints Policy - NEW



Type: Administrative-Internal
Authority: CEO
Associated Municipal Freedom of Information and Protection of Privacy Act, RSO 1990; Occupiers' Liability Act RSO 1990; Occupational Health and Safety Act, RSO 1990

Documents:
Original Approval:
Amended On:
Reviewed On:

Legal Framework: Under Occupiers' Liability Act RSO 1990 3(1), the Blue Mountains Public Library (BMPL) has a general legislated duty to ensure that all persons entering BMPL's premises, and the property brought on the premises by those persons, are reasonably safe. Further, the BMPL has further duties under the Occupational Health and Safety Act, RSO 1990 to make reasonable efforts to ensure that the premises is a safe, healthy work environment for employees and that all persons on the property are reasonably safe. Additionally, the Municipal Freedom of Information and Protection of Privacy Act RSO 1990 1(1) provides that a request for information may be denied if, on reasonable grounds, it is found to be Frivolous or Vexatious.

Commented [JM1]: This is the wording from the legislation:

Occupier's duty

3 (1) An occupier of premises owes a duty to take such care as in all the circumstances of the case is reasonable to see that persons entering on the premises, and the property brought on the premises by those persons are reasonably safe while on the premises.

ADM.2024.xx.1 Purpose

The BMPL is committed to providing a safe and respectful space for staff and patrons, in addition to providing excellent, accessible, and responsive GLAM services. To maintain this commitment, this policy addresses how to identify frivolous, vexatious, or unreasonable requests or complaints that consume a disproportionate amount of Library staff time and resources, impeding employees from completing tasks and attending to other essential issues, and what actions may be taken in such circumstances.

ADM.2024.xx.2 Application

This policy applies to all employees, including the CEO, and is intended to be a guide to handling difficult requests or complaints.

This policy does not apply to:

- Complaints about Members of the Library Board (as they are governed by their own Code of Conduct and investigated by the Integrity Commissioner).
- Complaints from employees about other employees or working conditions.
- Allegations of violations of Canada's Criminal Code.
- Town of The Blue Mountains employees.
- Situations where legal action against the Blue Mountains Public Library Board or a Library staff member has been threatened or commenced.

Public complaints that fall outside of the scope of this policy are addressed through the Patron Complaints and Incidents Policy (POL-ADM.2018.73.IN).

ADM.2024.xx.3 Definitions

1. **CEO** means the Chief Executive Officer of the Blue Mountains Public Library.

2. **Library Committee Members** includes the Arts & Culture Advisory Council and all members of Board-appointed Committees.
3. **Complainant** means an individual who is submitting a Complaint. Any patron, business, or community group who visits or uses the Library can submit a Complaint.
4. **Frivolous** means a Complaint/Request that has no serious purpose or value or may have little merit and be trivial and is part of a pattern of conduct that amounts to an abuse of the right of access, interferes with the operations of the BMPL, or is made in bad faith or for a purpose other than to obtain access.
5. **Harassment or harass** means engaging in a course of behaviour, comment, or conduct, whether it occurs inside or outside the work environment, that is or ought to reasonably be known to be unwanted. It includes but is not limited to any behaviour, conduct, or comment that is directed at or is offensive to another person:
 - a. On the grounds of race, ancestry, place of origin, colour, ethnic origin, creed, sex, age, handicap, sexual orientation, marital status, or family status, as well as any other grounds under the provisions of the Human Rights Code; or
 - b. Which is reasonable perceived by the recipient as an intention to bully, embarrass, intimidate, or ridicule the recipient.
6. **Unreasonable** means a Complaint/Request that is likely to cause distress or disruption to BMPL, its Employees, or other members of the public, without any proper or justified cause. Behaviour that, because of the nature or frequency of a Complainant's contact with BMPL, negatively affects the ability to deal with their Complaints or those of others.
7. **Vexatious** means a Complaint/Request without merit, that is pursued in a manner that is malicious, intended to inconvenience, embarrass, or harass the recipient, or is a pattern of conduct by the Complainant that amounts to the misuse of the Complaints processes and procedures.

ADM.2024.xx.4	Identifying the Conduct or Behaviour
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1. Identifying someone's behaviour as unreasonable, or to classify a request or complaint as Frivolous and Vexatious, could have serious consequences for the individual, including restricting their access to Library facilities, staff, and potentially all Town facilities. The decision may be the result of repeated unreasonable behaviour or actions identified as Frivolous and/or Vexatious. It may also be a single significant incident that requires the invocation of this policy. If an incident presents an immediate threat, call 9-1-1.
2. The list below provides examples of conduct that may be considered Frivolous or Vexatious.
Note: This is not an exhaustive list:
 - 2.1 Complaints, inquiries, or demands regarding an issue which staff have already investigated and determined to be groundless.
 - 2.2 Covertly recording meetings and conversations with staff of The Blue Mountains Public Library.
 - 2.3 Complaints concerning an issue which is substantially similar to an issue which staff, or the Board have already investigated and determined groundless (i.e. with respect to the same party or property).
 - 2.4 Unreasonable conduct, which is abusive of the Library's Complaint Process, including but not limited to:

- 2.4.1 Excessive or multiple lines of inquiry regarding the same issue (i.e. pursuing a complaint with employees or Board members simultaneously) while a Complaint is being investigated or has been deemed to be groundless.
- 2.4.2 Repeatedly challenging the findings of a Complaint investigation, complaining about the outcome and/or denying that an adequate response was given.
- 2.4.3 Refusing to accept that an issue falls outside the scope of the Library's jurisdiction.
- 2.4.4 Making unreasonable demands on employees by, for example, insisting on responses to Complaints and inquires within an unreasonable timeframe, demanding meetings with employees without justifiable reason, excessive correspondence either to one member of Town staff in a short time frame or to numerous employees.
- 2.4.5 Making statements or providing representations that the Complainant knows or ought to know are incorrect, or persuading others to do so.
- 2.4.6 Demanding special treatment from Employees by, for example, not following the normal chain of command and immediately demanding to speak to a manager or supervisor.
- 2.4.7 Using new Complaints to resurrect issues which were investigated and completed in previous Complaints.
- 2.4.8 Changing the basis of a Complaint as the investigation progresses and/or denying statements made at an earlier stage.
- 2.4.9 Refusing to cooperate with the investigation process while still wanting the Complaint to be resolved.
- 2.4.10 Failing to clearly identify the precise issues of the Complaint, despite reasonable efforts of employees to obtain clarification of the concerns.
- 2.4.11 Making unjustified Complaints or defamatory remarks about Employees to see them disciplined.
- 2.4.12 Providing false or misleading information.

- 3 Each situation will be considered on a case-by-case basis. The decision to classify the Complainant's conduct as Frivolous, Vexatious, or Unreasonable will be made by the CEO or designate, in consultation with the Library's Management Team.
- 4 If a complaint is submitted against the Library CEO, the Library Executive (Library Board Chair and Vice-Chair) will evaluate the complaint and decide whether to classify the Complainant's conduct as Frivolous, Vexatious, or Unreasonable.
- 5 Deciding whether a Complainant's conduct is Frivolous, Vexatious, or Unreasonable requires flexibility. There is no rigid test or criteria. The key question is whether there is a pattern of conduct that is likely to cause distress, disruption, or irritation, without proper or justified cause. The decision may be made because of one or more behaviours identified as Frivolous, Vexatious, or Unreasonable.
- 6 Staff and/or the Library Board must establish through documented words and/or actions of the Complainant (i.e. emails, letters, posts on social media, photographs, voicemails, and staff notes reporting a conversation or incident), that the conduct of the Complainant is Frivolous, Vexatious, or Unreasonable, before applying the restrictions outlined in this policy.

ADM.2024.xx.5	Responsibilities
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| <ul style="list-style-type: none"> 1. Employees must have knowledge and understanding of the purpose of receiving Complaints, the process through which a Complaint can be made and the service standards that apply to Complaints. They must be aware of this policy and any accompanying guidelines and protocols. 2. The CEO and Managers are responsible for ensuring that relevant employees are aware of and trained on this policy and accompanying guidelines and protocols. |
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3. The CEO and Managers are responsible for ensuring this policy is applied organization-wide and adhered to by all employees and for clarifying and resolving any ambiguity, which may exist in this policy.
4. Library Board Members will consult with the CEO, and the Ministry of Tourism Culture and Sport, if necessary, regarding cases of Unreasonable Behaviour and/or Frivolous and Vexatious action that the Member wishes to address, as described in this policy. Upon being consulted by a Library Board Member, the Ministry shall provide advice respecting any proposed action under this policy as it relates to the Member's obligations under the Code of Conduct for Library Board Members.
5. Library users and members of the public are asked to recognize that the Library must consider the needs of the whole community. They are to provide honest and respectful communication with a goal to improving services, spaces, and programs.

ADM.2024.xx.6	Addressing the Conduct or Behaviour
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1. In the event suspected Frivolous, Vexatious, or Unreasonable conduct is experience or observed, employees will consult with their manager providing any supporting materials identifying the nature of the conduct including, as appropriate:
 - 1.1 The number of requests and complaints made by the Complainant and the status of each.
 - 1.2 The length of time that employees have been in contact with the Complainant, including the time and resources invested in the issue(s).
 - 1.3 The history of the interactions (where appropriate) and the amount of correspondence that has been exchanged with the Complainant.
 - 1.4 A summary of the steps taken by employees to resolve the issue.
 - 1.5 The nature of the Complainant's behaviour.
2. Managers will review the information provided employees and determine in a timely manner whether:
 - 2.2 The request has been dealt with properly and in line with the relevant policy and procedures.
 - 2.3 Employees have made reasonable efforts to satisfy or resolve the request.
 - 2.4 That the Complainant is not presenting new material or information that demonstrates there is an issue within the scope of BMPL's services.
3. A panel of the Library's Management Team consisting of no less than 3 people will review the information provided by the employees, as well as the determination by the manager with respect to proposed restrictions and review date, and determine whether:
 - 3.1 The request has been properly investigated.
 - 3.2 Communication with the Complainant has been adequate.
 - 3.3 The proposed restrictions and proposed review date are justified considering the circumstances; and
 - 3.4 That the Complainant is not attempting to provide any significant new information that would warrant further employee engagement; and
 - 3.5 Any restriction(s) placed on an individual on behalf of the Library Board under this policy shall be administered by the CEO.

ADM.2024.xx.7	Application of Restrictions and Notice
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1. When a decision has been made to classify the Complainant's conduct as Frivolous, Vexatious, or Unreasonable, the Complainant (where possible and appropriate) will receive written notice from the CEO, with a copy to the Library Board, detailing:
 - 1.1 The reasons for the decision.
 - 1.2 The restrictions to be applied; and
 - 1.3 The review dates.
2. Restrictions available under this policy for Frivolous, Vexatious, and Unreasonable conduct shall be tailored to deal with the individual circumstances of each case and may include:
 - 2.1 A letter of warning.
 - 2.2 Limiting the Complainant to a particular point of contact at the Library and/or Museum.
 - 2.3 Limiting the Complainant's correspondence with employees to a particular format only (i.e. email only), time (e.g. phone calls only during specific times and days of the week) or duration (e.g. conversations may last no longer than 10 minutes). This may include technological or electronic limiters, such as muting or blocking on social media, email filters, and automatic phone redirects.
 - 2.4 Requiring that the Complainant only contact the Library and/or Museum through a third-party agent, such as a solicitor, counsellor, family member, or friend.
 - 2.5 Requiring any face-to-face interactions between the Complainant and employees to take place in the presence of an appropriate witness and/or police.
 - 2.6 Requiring that the Complainant produce full disclosure of documentation or information before employees will further investigate a complaint.
 - 2.7 Instructing employees not to respond to further correspondence from the Complainant regarding the complaint or a substantially similar issue.
 - 2.8 Instructing employees not to investigate any complaints regarding an issue that has already been investigated, or which is substantially similar to an issue which has already been investigated.
 - 2.9 Instructing employees to significantly reduce or completely cease responding to further complaints and correspondence from the complainant.
 - 2.10 Instructing employees to close a matter.
 - 2.11 Limiting or regulating the Complainant's use of GLAM services.
 - 2.12 Refusing the Complainant access to Library facilities except by appointment or scheduled delegations at Library Board meetings.
 - 2.13 Informing the Complainant that further contact on the matter will not be acknowledged or replied to.
 - 2.14 Pursuing legal action.
 - 2.15 Any other actions deemed appropriate by the panel of Senior Management Team members.

ADM.2024.xx.8	Review of Restrictions
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1. The Complainant shall have thirty (30 days) from the date upon which notice is received of restrictions to appeal the decision by providing a written letter to the CEO outlining the reasons for appeal. The CEO may confirm, rescind, or amend the restrictions, review date, extension, or modifications within ten (10) days of receiving the appeal.
2. Any restrictions made under this policy shall contain a review date. This date is set at the discretion of the CEO or their designate, having considered the circumstances of the case. A review date may be (ninety) 90 days or longer from the date on which the restrictions were put in place where the conduct or behaviour has been deemed severe or where the Complainant's conduct or behaviour has established a pattern of behaviour necessitating a longer period of

restriction. The status of the Complainant shall be reviewed by the relevant Manager on or before the review date, the outcome of which shall be communicated to the Complainant in writing.

3. The CEO or designate may extend the restrictions beyond the review date where appropriate, in which case the Complainant shall be notified of the extension, the reasons for the extension, and provided a new review date.
4. The Complainant shall have thirty (30) days from the date upon which notice of extension/modification is received of an extension/modification to appeal the decision by providing the CEO a written letter outlining the reasons for the appeal. The CEO may confirm, rescind, or amend the restrictions, review date, extension, or modifications within ten (10) days of receiving the appeal.
5. Where restrictions imposed are not respected by the Complainant, further restrictions may be imposed upon review in accordance with this policy.
6. Complaints that cannot be resolved under this policy, they may be submitted to the Library Board for review. This is the final method of appeal.

ADM.2024.xx.9	New Complaints
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1. Complaints on a separate or new issue from a Complainant who has come under this policy will be treated on their individual merits. The CEO will consult relevant staff and resources to decide if any restrictions, which are currently in effect, should be applied to the new Complainant.

ADM.2024.xx.10	Privacy
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1. Complaints will be dealt with in a confidential manner in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Any information collected for the purposes of this policy will be collected, used, and disclosed only in accordance with MFIPPA or any other legislative requirements.
2. BMPL supports and encourages professional development for all staff. Any responsive actions to a Complaint which involves taking action to improve a staff member's performance will respect the employer/employee relationship and will not be identified to the public or to the Complainant.

ADM.2024.xx.11	Record Retention
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1. Staff are responsible for maintaining detailed records of their interactions (emails, notes of telephone conversations, and notes of in-person discussions) to justify any action being taken to restrict the Complainant's access to BMPL facilities.

ADM.2024.xx.12	References and Related Policies
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1. Nothing in this policy is meant to conflict with the BMPL's Respectful Workplaces Policy (POL-ADM.2018.48).
2. Listed below are related references and policies:
 - 2.1 POL-ADM.2018.45: Commitment to Health and Safety
 - 2.2 POL-ADM.2018.48 Respectful Workplaces Policy
 - 2.3 POL-ADM-2018.73.IN: Patron Complaints and Incidents
 - 2.4 POL-SYS.2018.22: Code of Ethics for Board, Committees, & Council

**Type:** BMPL User Services**Authority:** CEO**Resolution No:****Associated Documents:** POL-ADM.2018.48; POL-PUB.2018.65**Original Approval:** 5-10-2024**Amended On:****Reviewed On:****PUB.2024.xx.1****Purpose & Application**

This policy establishes a guideline of expectations for the public in all interactions with the BMPL either online, in person, or over the telephone. It is an extension of BMPL's Respectful Workplace Policy POL-ADM.2018.48 and the Rights & Responsibilities of BMPL Users Policy POL-PUB.2018.65, and serves to guide staff in identifying situations that meet the criteria of Inappropriate Behaviour, and actions that may be taken in such circumstances.

This policy aims to promote a positive, safe, and supportive interactions, in addition to respectful and considerate relationships between the Board, staff, and library users. It also aims to provide measures that may be taken when behaviour or actions become inappropriate.

This policy applies to all members of the public interacting with staff at all BMPL facilities, events, programs, and in all verbal or written communication including email, telephone, and social media.

PUB.2024.xx.2**Identifying the Conduct or Behaviour**

Inappropriate conduct of behaviour, for the purpose of this policy, may include:

1. Aggressive or intimidating physical approaches directed at another individual.
2. Aggressive or offensive language, content, or tone, meant to intimidate, harass, incite, insult, or disparage others.
3. Implied or expressed threats of violence or harm.
4. Attempts to incite anger in others.
5. Physical striking or throwing of objects in a deliberate or aggressive manner.
6. Physical striking of another individual.
7. Covertly recording meetings and conversations with the BMPL.
8. Theft of property.
9. Possession of weapons.
10. Under the influence of alcohol or drugs (legal or otherwise).
11. Vandalism.
12. Harassment.
13. Making unjustified complaints about BMPL staff in an effort to see them disciplined.

When identifying whether an individual's behaviour is inappropriate, staff should treat instances on a case-by-case basis and consider all circumstances, including those outlined in this policy. The decision may be made as a result of one or more behaviours identified as inappropriate. Staff must be able to establish, through documented words and/or actions of the individual (i.e. letters, emails, social media posts,

photos, voicemails, staff notes regarding a conversation or incident), that the conduct of the individual is inappropriate before applying the restrictions outlined in this policy. This does not preclude staff from taking immediate action in any real or perceived situation where they feel their safety, or anyone else's, is in jeopardy.

PUB.2024.xx.3 Addressing Inappropriate Conduct or Behaviour

1. If in-person conduct or behaviour has been deemed inappropriate:
 - Without jeopardizing anyone's safety, staff will issue a verbal warning and indicate the consequences if the behaviour does not stop (e.g. they will be asked to leave the building).
 - Pending the severity, staff will issue another verbal warning or ask the individual(s) to leave the premises immediately. Staff may request that another staff member be present before approaching the individual(s) for safety purposes.
 - If the circumstances demand asking the individual(s) to leave the premises and they refuse, staff will advise them that they are now trespassing, and the police will be called. If there is any refusal at this point, staff are to ensure they and those around them are in a safe location, and call 9-1-1.
 - If the police are called, staff will not engage further with the individual(s).

Staff should report inappropriate behaviour or actions to the CEO or their manager immediately. This can be in the form of an email. If the police are called, staff need to fill out an incident report within 24 hours of the incident.

2. If behaviour or actions by phone, email, or social media, are identified as inappropriate, staff will:
 - Respectfully issue a warning to advise the individual(s) that their behaviour or actions are inappropriate, and communication may end if the inappropriate behaviour or actions continue.
 - If the behaviour continues to be inappropriate, staff will advise the individual(s) that communication will end and the interaction will be reported to management. Within 24 hours of the incident(s), the staff involved should thoroughly document and submit an incident report.

PUB.2024.xx.4 Application of Restrictions and Notice

When a decision has been made to classify someone's behaviour or actions as inappropriate, the individual(s) will receive written notification from the CEO or designate detailing:

- The reason(s) for the decision.
- The restrictions to be applied.
- The review date.
- What is means for the individual(s) contact with the BMPL.

Restrictions shall be tailored to deal with the individual circumstances of each case and may include, but are not limited to:

A) In-Person Interactions:

- Immediate expulsion or removal from the premises.
- A ban from specific BMPL facilities, events, or programs for a specified period of time.
- Request for reimbursement of any damages casued by the individual(s).

- Limiting or regulating the individual(s) use of GLAM services.
- Refusing the individual(s) access to BMPL facilities except by appointment or scheduled delegations at Board meetings.
- A letter of warning may be issued to the individual(s) for any behaviour that is in violation of this policy.
- Requiring face-to-face interactions between the individual(s) and staff to take place in the presence of an appropriate witness and/or police.
- Pursuing legal action.
- Any other actions deemed appropriate by the CEO or designate.

B) Phone, Email, Or Social Media Interactions:

- A letter of warning may be issued to the individual(s) for any behaviour that is in violation of this policy.
- Limiting the individual(s) to a particular point of contact at BMPL (where possible, other staff members should be advised not to respond to the individual(s), but refer them to the point of contact).
- Limiting the individual(s) correspondence with staff to a particular format only (i.e. email only), time (i.e. phone calls at specific times and days of the week) or duration (i.e. conversations may last no longer than 10 minutes). This may include technological or electronic limiters, such as muting or blocking on social media, email filters, and automatic telephone redirects.
- Requiring any face-to-face interactions between the individual(s) and staff to take place in the presence of an appropriate witness and/or police.
- Informing the individual(s) that further contact on the matter will not be acknowledged or replied to.
- Pursuing legal action.
- Any other actions deemed appropriate by the CEO or designate.

PUB.2024.xx.5

Review of Restrictions

1. Any restrictions made under this policy shall contain a review date. This date is set at the discretion of the CEO or designate, having considered all the circumstances of the case. A review date may be in the ninety (90) days or longer from the date on which the restrictions were put in place where the conduct or behaviour has established a pattern of behaviour necessitating a longer period of restriction.
2. The status of the individual(s) will be reviewed by the CEO or designate on or before the review date, the outcome of which shall be communicated to the individual(s) in writing. The CEO or designate may extend the restrictions beyond the review date where appropriate. In this case, the individual(s) would be notified of the extension, the reason(s) for the extension, and provided a new review date.
3. In the event that complaints cannot be resolved under this policy, they may be submitted to the Library Board.

PUB.2024.xx.6 Record Retention

Staff are responsible for maintaining detailed records of their interactions (emails, notes of telephone conversations, and notes of in-person discussions) in order to justify any action being taken to restrict the individual(s) access to BMPL.

PUB.2024.xx.7 Exclusions

Nothing in this policy is meant to conflict with BMPL’s Respectful Workplaces Policy POL-ADM.2018.48.

Board Meeting

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.17 By-Laws & Governance Policy Review
Date: May 16, 2024
Prepared by: Jennifer Murley, CEO

A. Recommendations

THAT this Board remove section BLG.2018.6.4 E-mail Vote from POL-BLG.2018.06 Meetings of the Board.

B. Background

At the April 18, 2024, meeting the Chair brought to the attention of the Board that E-Mail voting is not a legitimate method of decision making as the person voting cannot be verified. Notice was provided that the bylaws would be amended at the May 16 2024 meeting.

For further context, the Public Libraries Act requires all meetings to be open to the public 16.1(2), unless the meeting or part of a meeting covers a topic listed in section 16.1(4). To close a meeting to the public, a resolution must state the reason for closing the meeting to the public 16.1(6). Additionally, section 16.1(7) states that a vote cannot be taken in closed meeting, unless it is for one of the excepted reasons or to give instructions 16.1(8).

The Public Libraries Act also requires the maintenance of minutes. Accepted parliamentary protocol for local boards requires live participation of board members in meetings in order to debate and vote. Virtual participation is acceptable (each board can determine its rules for virtual participation) as long as the technology used for the meeting ensures verification of the identity of each participating board member and allows for live/real-time board member participation in the meeting (i.e. webconference or teleconference). This is to ensure transparency of board decision-making and open local government principles.

For all these reasons, voting by email does not meet the public meeting or closed meeting requirements of the Public Libraries Act.

Respectfully Submitted,

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POL-BLG.2018.06

Title: *Meetings of the Board*



Type: By-Law

Authority: Board

Resolution No.: BMPL 2018-48 on 3-22-18; POL-BLG.2018.06

Associated Documents:

- Public Libraries Act R.S.O., 1990
- Amendment: 2009, c. 33, Sched. 11, s. 7(2)
- Amendment: 2002, c. 17, Sched. C, s. 24(5)
- Amendment: 2006, c. 32, Sched. C, s. 53(1)
- POL-BLG.2018.99 Agenda and Multi-Year Agenda

Original Approval: 03-22-2018

Amended On: 05-16-2019; 01-16-2020; 04-16-2020

Reviewed On: 09-21-2023

Legal Framework

1. **Meetings:** A Board shall hold at least seven regular meetings in a year. [PLA 16.1].
2. **Special meetings:** The chair or any two members of a Board may summon a special meeting of the Board by giving each member reasonable notice in writing [including electronic], specifying the purpose for which the meeting is called. [PLA 16.2]
3. **Open and closed meetings:**
 - 3.1. In this section,
 - 3.1.1. "committee" means any advisory or other committee, subcommittee or similar entity of which at least 50 per cent of the members are also members of the Board;
 - 3.1.2. "meeting" means any regular, special, committee or other meeting of the Board. [PLA 16.1]
 - 3.2. **Open meetings:** Except as provided in this section, all meetings shall be open to the public. [PLA 16.2]
 - 3.3. **Improper conduct:** The Board chair may expel any person for improper conduct at a meeting. [PLA 16.3]
 - 3.4. **Closed meetings:** A meeting or part of a meeting may be closed to the public if the subject matter being considered is,
 - 3.4.1. the security of the property of the Board;
 - 3.4.2. personal matters about an identifiable individual;
 - 3.4.3. a proposed or pending acquisition or disposition of land by the Board;
 - 3.4.4. labour relations or employee negotiations;
 - 3.4.5. litigation or potential litigation, including matters before administrative tribunals, affecting the Board;
 - 3.4.6. advice that is subject to solicitor-client privilege, including communications necessary for that purpose;

3.4.7. a matter in respect of which a Board or Committee of a Board may hold a closed meeting under another Act [PLA 16.4].

3.4.7.1. This includes the Municipal Act's Permission to close session for an Educational or Training sessions which reads, "A meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied: (1) The meeting is held for the purpose of educating or training the members. (2) At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee". [Municipal Act, 239.3.1].

3.4.7.2. A meeting shall be closed to the public if the subject matter relates to the consideration of a request under the *Municipal Freedom of Information and Protection of Privacy Act* if the Board or Committee of the Board is the head of an institution for the purposes of that Act, or the Head is presenting to the Board or Committee. [PLA 16.5]

3.5. **Resolution:** Before holding a meeting or part of a meeting that is to be closed to the public, a Board or Committee of the Board shall state by resolution,

3.5.1. the fact of the holding of the closed meeting; and

3.5.2. the general nature of the matter to be considered at the closed meeting. [PLA 16.6]

3.6. **Open meeting:** Subject to PLA subsection 16.8, a meeting shall not be closed to the public during the taking of a vote. [PLA 16.7]

3.6.1. **Exception:** A meeting may be closed to the public during a vote if,

3.6.1.1. PLA subsection 16.4 or 16.5 permits or requires the meeting to be closed to the public; and

3.6.1.2. the vote is for a procedural matter or for giving directions or instructions to officers, employees or agents of the Board or Committee of the Board or persons retained by or under contract with the Board. [PLA 16.8]

3.6.2. **Open is defined as:**

3.6.2.1. Being promoted to the public via advertisement on the BMPL Events Calendar

3.6.2.2. Allowing the public to physically attend the meeting, or in the case of a declared emergency, virtually attend the meeting.

4. **Quorum:** The presence of a majority of the Board is necessary for the transaction of business at a meeting. [PLA 16.5]

5. **Voting:** The chair or acting chair of a Board may vote with the other members of the Board upon all questions, and any question on which there is an equality of votes shall be deemed to be negative. [PLA 16.6]

6. **Language:** The Board may conduct its meetings in English or French or in both English and French and subsections 247(1), (4), (5), and (6) of the *Municipal Act 2001*, apply with necessary modifications. [PLA 17]

BLG.2018.6.1 Meeting, Schedule and Agenda

1. A schedule of the regular meetings of the Board, identifying date, time and location, shall be developed annually.
2. Annual and multi-year agenda shall be developed to schedule topics over the Board's term [See POL-BLG.2018.99].
3. The Agenda Package shall be distributed to the Board no less than one (1) week before the meeting; and no less than five (5) days before the meeting via BMPL website to the public.

BLG.2018.6.2 Quorum

Quorum is a simple majority of members.

1. Where a quorum is not present within thirty (30) minutes after the hour fixed for a meeting, the Board Secretary shall record the names of members present and the meeting shall stand adjourned until the next meeting or until a special meeting is called.
2. If notified by a majority of Members of their anticipated absence from a meeting, the Board Secretary shall notify all Board Members and the public that the meeting is cancelled.

BLG.2018.6.3 Attendance at Meetings

1. In the event that a Board Member must be absent from any meeting, that person shall notify the Secretary prior to the day of the meeting.
2. Meeting attendance is to be in-person, but may, in special situations, be considered by teleconference, with approval of the Chair.
3. Proxy voting is not permitted.
4. In the event of a pandemic or for time-sensitive business, meetings (including regular, special, committee and council meetings) may be conducted via teleconference (audio and/or video). The CEO shall make options available which meet the needs of all members and which do not put any financial burden on any member. As with any open meeting, the public shall be notified and the Board Secretary shall make every effort to accommodate public requests to participate.

BLG.2018.6.4 E-mail Vote

- ~~1. In the event of an emergency or a time sensitive single item, the Chair may require an e-mail poll to immediately move on business.~~
- ~~2. The e-mail message shall constitute official correspondence and be recorded as the content of the minutes. A recorded vote shall be included in the minutes.~~
- ~~3. There shall be no discussions on an e-mail vote. Should further discussion be requested, a Special Meeting may be called or the item shall be deferred to the next Regularly Scheduled meeting.~~

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Commented [JM1]: Not a legitimate form of voting as there is no way to confirm who is voting on the other end.

BLG.2018.6.45 Rules of Debate

The Board shall follow a best practice rules of debate such as *Robert's Rules of Order*. A copy of Robert's Rules of Order shall be available for each Board meeting.

BLG.2018.6.56 Deputations

1. Members of the public may address the Library Board on any BMPL-related topic, provided they complete a Deputation Request Form, including complete details of the deputation.

- 1.1. A Deputation Request Form with all supporting presentation materials (e.g. PowerPoint, statement to be read) must be submitted to the Board Secretary by noon, at least three (3) days prior to the date of the Board meeting to be considered for inclusion on that agenda.
- 1.2. If the Deputation Request Form is received after the deadline, or if the Chair deems the Agenda to be full, or if presentation materials are omitted, the presentation may be delayed until a subsequent Board meeting.
2. All materials will be circulated to the Board and relevant staff prior to the presentation and will be included in the web-posted agenda package if available before the package is posted. All materials within the application or provided during the actual presentation will be entered into the records management system for that meeting. The Board Secretary shall also update the Agenda Package on the website with any presentation documents received during the meeting.
3. The Library Board allocates up to ten minutes per presentation. The Chair may extend this time if the Board approves and the agenda permits. Any person who has presented information on the same topic at previous meetings shall be limited to providing only new information in their subsequent presentations.

BLG.2018.6.7 Public Input on Agenda Items

1. The Public Input on Agenda Items is an open mic session where community members may speak on any issue which is included in the agenda. This format is intended to provide an opportunity for community input prior to Board decisions being made. Those wishing to speak to items not on the agenda, should follow the Deputation process.
2. There is no advance application process. Prior to the meeting the Board Secretary will have a sign-up sheet for community members who wish to address items on the agenda. On the sign-up sheet, presenters will be asked to identify the agenda item to be addressed. The order of presenters is at the discretion of the Chair.
3. Total time is limited to 20 minutes for this agenda item. The Chair may extend this time if the Board approves and the agenda permits. Individual presenters shall be limited to three (3) minutes.
4. The identity of presenter and agenda item addressed will be noted in the minutes.

BLG.2018.6.8 In Meeting Procedures for Deputations and Public Input on Agenda Items

1. Speakers shall direct their presentation to, and through, the Chair.
2. Board members may, through the Chair, respond to the presentation, or ask questions, where it is appropriate, but shall not enter into debate about the presentation.
3. Anyone making a presentation to the Board shall speak respectfully and follow MFIPPA policies, addressing only the approved presentation topic.

Board Meeting

Report To: The Blue Mountains Public Library Board
Report Name: ADM.24.18 CEO & Service Update-May
Date: May 16, 2024
Prepared by: Jennifer Murley, CEO

A. Recommendations

That this Board receive as information ADM.24.18 entitled “CEO & Service Update-May”.

B. Background

The BMPL is comprised of a Gallery, Library, Archives and Museum (GLAM). GLAMs across the province are now understood to be the culture hubs of communities, and more regularly have a single operational body, such as in the BMPL model. While this is not the comprehensive report of activities of our GLAM; this CEO & Services Update Report includes general highlights which are of importance to the Board from either a governance standpoint or as talking points on our organization. This will focus on both facilities of the Craighleith Heritage Depot (CHD) and the L.E. Shore branch (LES), successes or concerns by GLAM service, and how each impacts the three Strategic Pillars and Annual Action Plan.

It should be noted that the template for this report is under review. There are no usage statistics reported this month.

C. Partnerships & Outreach

Blue Mountains Public Library celebrated National Volunteer Week. BMPL highlights the importance that every volunteer makes and their contribution to their GLAM and community. We thanked 28 volunteers who gave over 1078 hours of their time in making every moment matter. We are thankful for their time, skills, empathy, and creativity. BMPL also joined the Town of the Blue Mountains’ Volunteer Recognition Awards ceremony and the Volunteer Fair, as members of the Seniors Network Blue Mountains, and celebrated the achievements of notable community volunteers and volunteer organizations [CH.1.1, CH2.3, OE.2.2].

E. The Gallery at L.E. Shore

April started with an exciting art opening on April 6 for The Gallery’s April exhibition, *Fusion 5*. Featuring Craig Sealy, Heather LaRue, Heather Smiley, Jenny Nemes and Marion Bartlett this was a fusion of talent representing a wide variety of mediums – art pieces (landscape and abstract), sculptures and fibre work. Over 100 art enthusiasts attended to take in the launch, including MPP Terry Dowdall. The show closed May 1.

The “ACC Presents” series continued strong with two very successful events – one with cellist Kerri McGonigle and one with PollinateTBM. Combined, we saw over 200 attendees come out to enjoy a musical evening and a presentation on pollinator gardening.

We also saw the official launching of the 2024 Blue Mountains Arts & Crafts Walk [website](#) and digital map. We are thrilled to see how this event is coming together with close to 60 (and counting) musicians,

artists, artisans, and vendors registered and close to 40 (and growing) homes, businesses and galleries participating.

F. Program Highlights

Throughout April, the Library continued to host its weekly storytime, Kids Clubhouse, Knit Knatters, Senior's Exercise, Adult Trivia Night, drop-in tech support, and Wired Wednesday programs. In total, we **held 73 programs with over 2000 participants¹**.

Notable highlights include:

- **Staff handed out 200 Solar Eclipse** glasses and launched both a webpage and brochure to educate the community on the Eclipse and safe viewing. We also provided the TBM Fire Department with glasses, should the on-shift crew receive a call. Following the program, the Library has continued to collect glasses to be recycled and distributed to Astronomers Without Borders for future use in underserved communities [ES 1; ES2].
- Staff launched the Gardener in Residence Program in partnership with Grey County Master Gardeners [CH2].
- The Museum **kicked off the REEL Film Festival**, with its first two events reaching **80 participants** and raising funds for the future development of local history films. The exact numbers will be revealed next month [ES1; CH1].
- The Museum officially launched the Town of the Blue Mountains Cultural Map. In-person consultation with the community will begin in early May [CH3; ES1].
- BMPL celebrated Earth Day with a Willow Weaving Workshop with Mayor Andrea Matrosovs, and a series of wellness activities throughout the day, fostering a sense of community and appreciation for our planet [ES1].
- BMPL partnered with local poet Mary Barnes for a live Poetry Reading [ES1].
- BMPL partnered with Tyler Boyle to lead a painting workshop for youth [ES1].

D. Communication

The Board and Council were invited to subscribe to the BMPL E-Newsletter and Key Messages. These are two of the primary documents for our service and governance and would be an important piece of communication for both bodies to receive regularly. Subscription can occur at <https://www.thebluemountainslibrary.ca/about-us/follow-us>. [OE5.5]

Our primary method of communication is through the various e-newsletters and blogs of BMPL. Our main e-newsletter or any of the 4 topical monthly blogs are available by [subscription](#) whether a patron or not. With the new e-newsletter we anticipate the individual blogs such as the Staff Picks and Key Messages may become redundant as the content can easily be linked from the new e-document. We will continue to monitor their usage and see if/when we will sunset these as independent subscriptions and releases. If it is determined to make that switch, we will continue to write this information as a webpage, and the promote this through the new format. [OE5.5]

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|--|-------------------------------------|--------------------------------------|
| • Library News : 1583 | • Staff Picks : 319 | • Key Messages : 176 |
| • In the Gallery : 458 | • Children's Events: 191 | |

¹ This total includes the number of participants who attended ACC events reported individually in Section E.

Board Meetings

Board meetings are broadcast on Facebook (live) and rebroadcast on YouTube. While the Board is meeting onsite and encourage the community to join us in person, we will continue to broadcast meetings. [CH3.2]

Month	Facebook	YouTube
February	N/A	N/A
March	N/A	20 views
April	N/A	16 views

Respectfully Submitted,
Jennifer Murley, CEO
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