

Re-Accreditation Audit Report:

The Brockville Public Library is now accredited for a further five years with a compliance rating of 97.6%. The Ontario Public Library Guidelines Monitoring and Accreditation Council approved our re-accreditation on January 12, 2007. We had a score of 96% on our first accreditation five years ago. Library Board Chair Margaret Wicklum received our certificate from the Minister of Culture, The Honourable Caroline Di Cocco, at the Ontario Library Association conference on February 1st.

We received 100% in three areas:

- I. Governance and Administration:
Organization of the Board, Policy Process and Review, Planning, Finances, Advocacy, and Trustee Orientation and Information
- II. Resources:
 - 1) Personnel Policy: performance evaluations, job descriptions, salary scales, level of training of the CEO, continuing education and training of staff
 - 2) Materials and information: content and size of collections, collection policy, intellectual freedom, collection planning, collection maintenance procedures, access to formats and languages, acquisitions procedures and weeding, and collection use
 - 3) Access to information: access to a library catalogue and maintenance of the bibliographic database, labeling of items, logical arrangement of collections, access to the world wide web, acceptable Internet use policy
 - 4) Facilities: planning for adequate space to meet local needs, distinct areas designated for various services (children's services, adult services, reading area, etc.), designated areas for activities such as quiet study, informal reading, meetings, etc.), comfortable interior temperature, adequate lighting that is task-oriented, exterior lighting, public washrooms, public seating space, furniture that is age-appropriate (child-sized chairs and tables, etc.), provision for return of materials when the library is closed, emergency procedures and emergency facilities (smoke and fire alarms, evacuation routes, fire extinguishers, etc.).
 - 5) Technology: A technology plan for acquiring, servicing, upgrading and replacing our electronic equipment and software; a technology budget; technology training for staff.
- III. Co-operation and Partnerships:
Resource sharing: Participation in the Interlibrary loan system; a resource-sharing policy in place; and links with other organizations and individuals:
 - 1) Community partnerships include: membership in the Chamber of Commerce; partnerships with local schools and the Brockville Museum, with ESL groups; and public access to the Internet);
 - 2) Broad-based Partnerships: The library participates with organizations beyond its own community; for example, membership in the Ontario Library Consortium, the Ontario Library Association, the Ontario Library Boards Association, and the

Federation of Ontario Public Libraries; participant in Doors Open; member of the Service Ontario pilot project; successful participant in the SOLS connectivity funding initiative; and participant in Industry Canada's Community Access Program (CAP).

- 3) **Volunteers Policy:** We use volunteer help from individuals in the community and have a written policy in place defining the tasks of these individuals and their relationship to the library operation. We also have an active and supportive Friends of the Library group.

Under Section 2, *Accessibility*, we received a score of 91.3%, reflecting the fact that book stacks in both the children's and adult areas are higher than the required maximum height of 60 inches. The audit team did not penalize us for not having "directional signage on main community thoroughfares directing people to the library" because they know that for the past year we have been trying to get these signs approved by the City. Finally, under Section 4 *Services*, we received a score of 96.6%. We need to put in place a formal process for planning and evaluating library programming.

Both the Board and staff are to be warmly congratulated for this very successful re-accreditation audit.