

## Facilities-1      General facility use

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

1. The library is a smoke-free building.
2. Patrons are asked not to eat in the library.
3. Pets are not permitted in the library, with the exception of guide dogs or service dogs.
4. **Disturbances**  
If a patron causes a disturbance in the library, and ignores the request for due consideration of the rights of other patrons, the patron will be asked to leave. When necessary the police will be notified. If an individual ignores oral or written warnings to leave the premises, he/she can be charged with trespassing under the *Trespass to Property Act*.

## Facilities-2      Community use of library meeting area

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

- The Brockville Public Library (BPL) has a meeting room that is available for use by the public during normal library hours.
- The meeting room can be used for library events, community events, and other non for-profit events. Occasionally the room can be booked for profit making groups. The room is not to be used for parties, showers, banquets, etc.
- All organizations intending to use the room must follow the provisions of the Ontario Human Rights Code.
- The CEO of the library, in consultation with the Chair of the BPL may refuse any application that is incomplete as well as reserving the right to refuse any application and cancel reservations.
- The BPL does not necessarily endorse the views of those who may rent the facility, and does not permit the distribution of promotional material in the BPL except for library co-sponsored events.

### User Responsibilities:

- The meeting room may be booked for meetings through application to the library.
- It is necessary to completely fill out the attached form and pre-pay the rental at least two weeks prior to the planned event.
- The completed form and cheque should be deposited at the circulation desk of the library.
- The application form must show the official name of the organization.
- A representative of the group applying for the room must sign the form indicating that the BPL is not responsible for claims arising out of the use of the facility, including lost or stolen articles.
- Any damages to the facility are the responsibility of the renter, and will be repaired by the BPL and charged back to the renter.
- As the BPL is a non-smoking environment, no smoking is allowed in the building, including the meeting room.
- The serving or consumption of alcoholic beverages and the serving of hot food is not allowed.
- The clearance of the room under conditions of fire or other emergencies is the responsibility of the renter.
- One person should be named on the application form as the primary contact. This person must be present during the whole of the meeting.

- Prior to the meeting, the room shall be inspected by the user and a library representative to assess the “as rented” condition. Problems or damage will be noted on the application form, and initialed by both parties.
- The users shall NOT attach flip chart papers or other items to the walls.
- The users are responsible for their own meeting materials including flip charts, paper, etc.
- The users are responsible for room set-up, room cleanup and must review the room condition with a member of the library staff prior to leaving the facility.
- The renter is responsible to ensure that the room size is adequate. The room has a capacity of 100 adults.

Fees:

For Non-Profit or Not-for-Profit groups:

- Minimum booking – 2 hours
- Rate = \$15.00/hour
- If more that 4 hours, maximum per day = \$60.00

For Profit Groups:

- Minimum booking – 2 hours
- Rate = \$30.00/hour
- If more than 3 hours, rate for each hour after 3 goes to \$15.00/hour

Publicity and Advertising:

- Publicity must specify the meeting place as the Brockville Public Library, and this publicity must be approved by the CEO prior to release to the public.

**Facilities-3      Group study room**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
 Chairperson's signature: \_\_\_\_\_

The group study room, located on the second floor opposite the information desk, is “reserved for use by library patrons for group projects, quiet study and not for any profit-making groups”.

Patrons are asked to come to the adult information desk or telephone to book a maximum two-hour session.

**Facilities-4      Adult Exhibit Space**

Date of original Motion: \_\_\_\_\_ Date of Review \_\_\_\_\_  
 Chairperson’s signature: \_\_\_\_\_

The Brockville Public Library offers free exhibit space on two walls on the second floor to adult artists and crafts people to display paintings, quilts, etc. There is also a small locked display case suitable for the display of collectibles and artifacts.

The Brockville Public Library reserves the right to approve items prior to the date of the display.

The duration of the exhibit is for one month, from the first day of the month to the last day of the month.

Artists are responsible for setting up the display and for removing it.

The library will supply chains and hooks and a ladder.

The staff person responsible for bookings will note the reservation in the Display Reservation Book with the name, phone number of the artist and the type of display (paintings, drawings, quilts, etc). For group showings, one person must be designated as the contact person and provide a phone number.

Staff will make a reminder phone call one month prior to the exhibit period.

The Brockville Public Library will arrange in-house advertising and for limited free advertising in the local media.

The Brockville Public Library is not responsible for loss or damage of artworks displayed in the library. Any loss or damage that may occur will not be covered by the Library's insurance plan. Artists will be offered security tags for framed artwork.

The Brockville Public Library is not responsible for arranging any sales of work displayed. The artists may display a price list.

### **Facilities-5 Public Bulletin Board Policy**

Date or original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Purpose: To set forth the types of materials that may be displayed on the library's community information bulletin boards and display racks.

1. The Library provides space on its public bulletin boards and literature display racks to non-profit, civic and community groups for the display of informational bulletins, brochures and posters regarding educational, cultural, civic, intellectual and charitable activities of interest to the local community. These services are in keeping with the Library's philosophy of providing access to a wide range of information sources.
2. No items devoted solely to the sale, advertising, solicitation, or promotion of commercial products or services for a single profit making business will be accepted.
3. Also excluded are personal ads and notices, petitions, notices of items for sale or rent, political campaign advertising and notices advocating or promoting partisan political issues.
4. Religious and political materials are permissible for informational purposes or special events. However, materials whose primary purpose is promoting for a single point of view will not be displayed.
5. Material promoting unlawful practices (e.g. information which violates municipal, provincial or federal legislation, including the Human Rights Code) will be refused.
6. Material that is contrary to the policies, regulations and procedures of the Brockville Public Library will not be displayed.
7. All notices, posters and free literature must be approved and placed on the bulletin board or in the display racks by library staff. The items must be professionally printed or neatly hand printed and no larger than 11 inches by 17 inches in size.
8. Materials will be displayed for a limited time only. Because space is limited, it may not be possible to display all posters, brochures, etc. that are acceptable under these guidelines.
9. The Brockville Public Library reserves the right to judge the relative importance of posters and notices, and from time to time may refuse to post them.
10. Posting of a notice or placement of materials in a display rack does not imply endorsement by library staff or the Board of Trustees.

## **Facilities-6      Young Adult Art Displays**

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

The Brockville Public Library is offering an area in the Young Adult Section of the library where students Grade 7 – 13 may display their art.

The display period is from the first day of the month until the last day of the month.

The artist is responsible for hanging the display and taking it down.

Reservations will be accepted and noted in the Display Reservation Book.

Frames are available if needed. Frames are 10 x 14 (2 frames) and 16 x 20 (4 frames).

The library will provide in-house advertising as well as an announcement in the Recorder and Times current events column.

The library is not responsible for insurance or any theft or damage that may occur. Artists will be offered security tags for framed artworks.

The library is not responsible for arranging any possible sales of the work. The student may include prices if desired.

The work is subject to approval by a staff member before the date of display.

## Facilities-7 Children left Unattended in the Library

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Family and children's Services 498-2100  
Police Non-Emergency 342-0127 or 342-0128

**PURPOSE:** The Library welcomes children of all ages, but it cannot be responsible for their safety or supervision. Parents and caregivers are reminded that children may be at risk in a public place and should not be left unattended in or about the Library Premises.

Our policy does not specify the age at which children can be left unattended. However, based on the "Child and Family Services Act", a good rule of thumb is that children under the age of 10 may not be left unattended.

**PROCEDURE:** Comfort and reassure the child. However, limit physical contact and "pair up" with another staff member whenever possible.

**Do not offer food.**

If in doubt about a situation with an unattended child, do not hesitate to call the police.

**Under no circumstances is a staff member to drive a child home.**

Document all actions taken by filling out an incident report form. The date, time, name of all staff involved, the name and address of the child involved, the name of the police officer contacted and all actions taken should be recorded.

Signs have been posted throughout the library stating: "Please do not leave your child unattended in the library".

**PART A:** During library hours:

1. Try to find out the child's name, address and phone number.
2. Page the parent in the Library.
3. Place a call to the parents home if the number is available to attend at library to take custody of the child.
4. If the parent cannot be reached within one hour or the parent cannot attend the library within one hour – contact the Brockville City Police Department.
5. If the library is closing and the parent(s) cannot be reached – contact the Brockville City Police Department.
6. Do NOT leave the library with the child.
7. If the child leaves the library alone, unsupervised, after having contact with the library staff, call and advise the Brockville City Police Department.

**PART B:** Chronic Supervision Problem:

1. If the child is regularly left unattended for significant periods of time: obtain the child's name, address and phone number.
2. Phone the parent(s) to discuss the situation.
3. If the matter persists bring to the attention of the Library Board for further action.

## Facilities -8 Cell Phones and Pagers

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

Many people come to the library expecting to find a quiet place to read and to study. The use of cell phones and pagers in the library can often prove disruptive to customers and staff. Therefore, we ask users of cell phones and pagers to respect others by observing the following guidelines for use of these devices in the library:

1. When entering the library building, please turn off cell phones, pagers, and other electronic devices or set them to vibrate mode.
2. Short, quiet cell phone conversations are only acceptable in the front lobby at the main entrance. Cell phone use is prohibited in all other areas of the library.
3. Take your belongings with you if you move to make a phone call.
4. The Library reserves the right to ask anyone to leave the building if he/she is using a cell phone or pager in a prohibited area or disturbing others in any area of the library.

## Facilities – 9 Rules of Conduct

Date of original motion: \_\_\_\_\_ Date of review: \_\_\_\_\_  
Chairperson's signature: \_\_\_\_\_

The Brockville Public Library endeavours to provide a welcoming and safe environment for the enjoyment and benefit of the public and staff. Every one is welcome at the Library. These rules are for the safety and comfort of everyone in the Library. Any disregard of the rules may result in suspension of library privileges, exclusion from the Library, cost-recovery damages and/or prosecution as per the *Criminal Code of Canada*, the *Public Libraries Act*, the *Occupational Health and Safety Act*, the *Trespass to Property Act*, the *Smoke-free Ontario Act* and/or the *Public Works Protection Act*.

Library staff is entrusted with the obligation to ensure that policies for Library use are followed and to apply these policies in a fair, respectful and positive manner.

Library staff will contact police in the event of a threat or perceived threat of bodily harm to another person, including staff; and in a situation where there is a contravention or perceived contravention of the law of Province of Ontario and Canada.

- Behaviour which is disruptive, abusive, harassing or threatening to Library users and staff will not be tolerated. Anyone who is perceived as a threat to the safety or enjoyment of the Library facilities will be asked to leave.
- Any person who steals or vandalizes Library property will be subject to prosecution.
- Patrons may be required to make available for inspection all bags, briefcases, purses, containers, books and papers.
- The Library is not responsible for personal items lost or stolen in the building.
- Parents or guardians are responsible for the supervision of their children. Children requiring supervision are not to be left unattended in or about the Library premises. (See policy Facilities -7)
- Library policy permits all children access to all materials in the Library. (See policy Circulation - 7)

- Patrons must comply with appropriate use of the Internet and its resources, as outlined in the Library's policy, Reference -2 Internet Use Policy.
- Members of the public must abide by *Canadian Copyright*, licensing agreements and other intellectual property rights.
- Posting notices, distributing circulars, canvassing, selling, soliciting, or engaging in other commercial activity is prohibited unless authorized by the Library Board.
- Patrons are not allowed in areas designated as "Employees Only" unless accompanied by an authorized Library staff person.
- Cell-phone use is not permitted in the Library. Please enjoy the lobby area. (See policy Facilities - 8)
- Smoking is not permitted anywhere in the library or within three meters of the library entrance.
- Food and alcohol beverages are prohibited. Consumption non alcoholic beverages is permitted in designated public areas.
- The use of sports equipment (roller blades, skateboards, etc.) is not permitted.
- Shoes and shirts and other appropriate attire must be worn in the Library.
- Photographing, filming or videotaping the Library interior and/or artwork and displays must be authorized by senior staff.
- Animals are not permitted in the Library. This prohibition does not apply to animals in programs approved by the Library and animals needed to assist an individual with a disability.
- Appeals of decisions under the above rules may be made in writing to the Chief Executive Officer.

## **Facilities -10 Inclement Weather/Emergency Closing**

**Date of original motion: March 17, 2008**

The Brockville Public Library is a public service institution, and every effort is made to maintain regular hours for the public. Circumstances which could precipitate closure include failure of heating/cooling equipment during periods of extreme weather, heavy snowfall, unsafe road conditions, lack of electrical power, lack of computers available at the circulation desk for an extended period of time, or inadequate staffing levels.

The responsibility for closing the library rests with the CEO. The Board chairperson will be notified as to the decision to close the library. If the chairperson cannot be contacted, another board officer will be notified. If the CEO is not available, the person in charge that day will make the decision in consultation with the Board chairperson or a Board member.

The decision to close will be based upon:

1. General conditions of roads.
2. Condition of parking lots and walkways.
3. Availability of staff to open and operate the Library.
4. Condition of the building's equipment.
5. Requests for closure by local or provincial agencies.

The public will be notified of the closure by means of signs posted on the main door on Buell Street and the staff entrance on George Street and by an announcement on our telephone message.

All employees scheduled to work during hours when the library closes unexpectedly shall receive their normal day's pay. If the Library is closed while staff are at work, employees will be dismissed for the day and will be paid for the balance of hours that they normally would have worked.

## **Facilities -11 Accessible Customer Service (Feb. 2010)**

### **Background:**

People with disabilities represent a significant and growing part of our population. Disabilities impact key areas of daily living. About 1.8 million or 15.5 per cent of Ontarians has a disability.

### **The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**

The AODA became law on June 13, 2005. Under this landmark legislation, the provincial government will develop mandatory standards that will identify, remove and prevent barriers for people with disabilities. The vision of the act is to have an accessible Ontario by 2025.

### **The AODA Accessibility Standards**

The standards will address issue in five key areas:

- Accessible Customer Service
- Accessible Information and Communication
- Accessible Transportation
- Accessible Employment
- Accessible Built Environment

### **Accessible Customer Service Standard**


This is the first standard to be developed. It came into effect on January 1, 2008, and is now the law. The Town, as a public sector organization, will need to comply by January 1, 2010. The standard states what organizations and businesses in Ontario must do to make the provision of their goods and services more accessible to people with disabilities.

The Brockville Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community.

1. The Library will make very reasonable effort to ensure that services and programs are accessible by:
  - a) encouraging the use of personal assistive devices to access our services and programs
  - b) encouraging the inclusion and access of support persons accompanying people with disabilities
  - c) waiving fees for support persons assisting clients and when fees are required, providing advance notification
  - d) permitting service animals to assist clients and provide alternative accommodation when an animal is disallowed under the law
2. The Library will make every effort to communicate with clients in a manner that enables the use of services and programs by providing:
  - a) reasonable notification of all interruptions that especially relate to the provision of services and programs for people with disabilities
  - b) the Accessible Customer Service Standard Policy and, upon request, making it available in alternative formats
  - c) a feedback, response and tasking process that enables increased integration of users and accessibility of goods and services
  - d) information on the provision of customer service for people with disabilities and accessible services and programs
3. The Library provides training on how to provide customer service to people with disabilities, to:
  - a) those who participate in developing policies and procedures on the provision of service to the public
  - b) every person who deals with the public on behalf of the Library
  - c) new workers who deal with the public on behalf of the Library

**Related Documents:**

- *Accessibility for Ontarians with Disabilities Act*, 2005. S.O. c.11
- *Accessibility Standards for Customer Service*, Ontario Regulation 429/07

 Editor's Note: This policy has been developed in consultation with [Beyond Ability International](#) for the Southern Ontario Library Service. Each library has a unique operational suite of goods and services that enable persons with disabilities to utilize and enjoy its assets. Consequently, this policy statement is a guide and may not be definitive or inclusive of all your library's goods and services.