

FACILITIES POLICY MANUAL

Facilities-1 General facility use

Date of review: _____

Chairperson's signature: _____

1. The library is a smoke-free building.
2. Patrons are asked not to eat in the library; however, coffee and other beverages are permitted.
3. Pets are not permitted in the library with the exception of guide dogs and 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. If warranted, the police will be notified. If an individual ignores oral and/or written warnings to leave the premises, he/she can be charged with trespassing under the *Trespass to Property Act*. See also *Facilities – 9 Rules of Conduct*.

Facilities-2 Meeting Room

Date of review: _____

Chairperson's signature: _____

1. The Brockville Public Library (BPL) has a large meeting room located on the main floor that is available for use by the public during normal library hours for a fee (see fee schedule for details). The renter must be 18 years or older. The library building is handicapped accessible and there is a handicapped washroom next to the meeting room.
2. The meeting room can be used for library events, community events, and other non for-profit events. The room can also be booked by profit making groups; for example, for seminars and business meetings. The room is not to be used for parties, showers, banquets, etc. The City of Brockville may use the meeting room free of charge.
3. All organizations intending to use the room must follow the provisions of the *Ontario Human Rights Code*.
4. The CEO of the library, in consultation with the Library Board, may refuse any application that is incomplete as well as reserving the right to refuse any application and cancel reservations.
5. 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 Library except for library co-sponsored events.
6. There will be no refunds for cancellations made less than 2 business days before the booking.
7. Booking fee payments must be made in cash or by cheque.
8. Library rental hours are: Monday, 10 am to 12:45 pm; Tuesday, Wednesday and Thursday, 10 am - 7:45 pm; Friday and Saturday, 10 am – 4:45 pm; Sunday, 1:00 pm – 4:45 pm. NOTE: The Library is closed on Sundays in July and August, reopening on the first Sunday after Labour Day.

User Responsibilities:

1. The meeting room may be booked for meetings through application to the library.
2. The renter is responsible for ensuring that the room size is adequate. The library can provide 50 chairs and six tables.
3. It is necessary to completely fill out the attached form and pre-pay the rental at least two weeks prior to the planned event.
4. It is the responsibility of the renter to use rental equipment properly and responsibly and to arrange for technical support if the renter decides this is necessary. The fee for technical support is \$75.00 per hour (see Equipment Rental Agreement).
5. The completed booking form and cheque can be given to staff at the circulation desk, or mailed to the

library. The completed booking form may also be faxed at 613-342-9598.

6. The application form must show the official name of the organization.
7. 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.
8. Any damages to the facility are the responsibility of the renter, and will be repaired by the BPL and charged back to the renter.
9. No smoking is allowed in the library building, including the meeting room.
10. The serving or consumption of alcoholic beverages and the serving of hot food are not allowed.
11. The clearance of the room under conditions of fire or other emergencies is the responsibility of the renter.
12. One person should be named on the application form as the primary contact. This person must be present during the whole of the meeting.
13. 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.
14. The Library offers certain equipment for a fee. Please see price list.
15. The users shall NOT attach flip chart papers or other items to the walls. "Write on-Cling on" reusable sheets may be purchased from the library and affixed to the walls. See price list under *Equipment fees*.
16. 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 library.
17. 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 or media.

Equipment fees:

Brockville Public Library
EQUIPMENT RENTAL AGREEMENT FOR IN-HOUSE USE
23 Buell Street Brockville, Ontario K6V 5T7 ~ 613-342-3936 ~ www.brockvillelibrary.ca

Applicant Information *(please print)*

Rental materials require photo ID.

Name: _____ Today's Date: _____

Address: _____

Date of Rental: _____

Driver's License #: _____

Library Card #: _____

Telephone: _____ E-mail: _____

Are you at least 18 years of age? Yes No

- | | | |
|--------------------------|---|---------------|
| <input type="checkbox"/> | Large LED Projector
(includes laptop) | \$150 |
| <input type="checkbox"/> | LCD Projector (includes
laptop) | \$100 |
| <input type="checkbox"/> | Projector Screen | \$5 |
| <input type="checkbox"/> | Write-on Cling-on sheets
and dry erase pen | \$5 |
| <input type="checkbox"/> | Laptop | \$20 |
| <input type="checkbox"/> | Wii Gaming System
(includes sound system) | \$40 |
| <input type="checkbox"/> | Overhead Projector | \$10 |
| <input type="checkbox"/> | Slide Projector | \$10 |
| <input type="checkbox"/> | AV Technician Support | \$75 per hour |

I have read the attached usage policy and agree to assume responsibility for adherence to them.

Signature of Applicant

Library's Mailing Address and contact information:

Brockville Public Library
Box 100, 23 Buell St.
Brockville, ON K6V 5T7
Telephone: 613-342-3936

Fax: 613- 342-9598

NAME OF YOUR ORGANIZATION:

BUSINESS ADDRESS:

CONTACT PERSON:

POSITION:

CONTACT'S EMAIL:

PHONE NUMBER:

FAX NUMBER:

DATE NEEDED:

TIME: am/pm

EQUIPMENT REQUIRED:

****The Library accepts CASH or a CHEQUE made payable to Brockville Public Library. Room Set-up is the responsibility of the booking party.**

Room Rental Fees:

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

- Minimum booking – 2 hours
- Rate = \$15.00/hour
- If more than 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

Equipment Fees:

Estimated attendance numbers (limit of 50 adults):

Please note library rental hours : Mon. 10 am – 12:45 pm; Tues., Wed.,Thurs. 10 am - 7:45 pm; Fri. & Sat. 10 am - 4:45 pm; Sun 1 :00 pm - 4:45 pm.

Payment must be received at least 2 weeks prior to the rental period.

There will be no refunds for cancellations made less than 2 business days before the booking.

TO BE SIGNED PRIOR TO ACCESSING THE ROOM:

The undersigned agrees:

1. To accept financial responsibility for any damage incurred to the room rented, its contents, equipment provided and furnishings during the rental period.
2. Indemnity: The Lessee shall agree to save harmless the Brockville Public Library against all claims of any nature and kind and costs which may arise out of or by reason of granting the application; and against damages, infringement of royalty rights, charges, slander, sedition and subversion which may occur as a result of public performances, actions or speeches, together with any cost which may arise in connection therewith.
3. To take responsibility for ensuring your audience leaves the building in case of a fire alarm or other emergency.

The Lessee has read the above regulations and has agreed to observe the conditions of this agreement:

Authorized renter signature:

Date:

Staff signature:

Date:

Facilities-3 Group study room

Date of review: _____

Chairperson's signature: _____

The group study room, located on the second floor opposite the adult information desk, is reserved for use by library patrons for group projects, quiet study, Internet/computer instruction and word processing and not by any profit-making group(s).

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

Facilities-4 Adult Exhibit Space

Date of review: _____

Chairperson's signature: _____

The Brockville Public Library offers free exhibit space to adult artists and crafts people on two walls on the second floor for the purpose of displaying paintings, quilts, etc. Chains and hooks are provided.

There are also two locked display cases suitable for the display of collectibles and artifacts: a small case, 48" long x 24" wide x 11" high; and a large case, 46" long x 75" high x 15 ½" deep, with 4 shelves.

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 for installation of wall displays.

The staff person responsible for bookings will enter the reservation in the Reservation Book with the name, phone number of the user 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 approximately one month prior to the exhibit period.

The Brockville Public Library will post exhibit information on its website; will also arrange in-house advertising; and arrange for limited free advertising with local media sources.

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 Young Adult Art Displays

Date of review: _____

Chairperson's signature: _____

The Brockville Public Library is offering an area in the Young Adult Section of the library where students in grades 7 to 12 may display their art. Chains and hooks are provided. Frames are available if needed. Please ask for details.

There are also two locked display cases suitable for the display of collectibles and artifacts: a small case, 48" long x 24" wide x 11" high; and a large case, 46" long x 75" high x 15 ½" deep, with 4 shelves.

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

The display period is from the first day of the month until the last day of the month. Staff will make a reminder phone call approximately one month prior to the exhibit period.

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

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

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

Facilities-6 Public Bulletin Board Policy

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-7 Children left Unattended in the Library

Date of review: _____

Chairperson's signature: _____

Family and Children's Services (Children's Aid Society): 613-498-2100

Police Non-Emergency: 613-342-0127 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 accompany an unattended child off library property.

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 parent's 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 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, 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. The Library is not responsible for lost or stolen articles.
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 review: _____

Chairperson's signature: _____

The Brockville Public Library endeavors to provide a welcoming and safe environment for the enjoyment and benefit of the public and staff. Everyone is welcome at the Library. These rules of conduct 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 use 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 of 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 service 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

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

Facilities Policy 12 - Trespass Notices

Background: This policy provides the authority and rules for the issuance, appeal and revocation of trespass notices.

Trespass notices are issued by the Chief Executive Officer on behalf of the Board and under the authority of the *Public Libraries Act*, R.S.O. 1990, c. P.44 and the *Trespass to Property Act*, R.S.O. 1990, c. T.21. The *Public Libraries Act*, s 23 (4) © gives the Board the legal authority to make rules “for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property”.

The issuance, appeal and revocation of trespass notices will be subject to the following rules: A trespass notice may be issued to persons who behave in a disruptive manner or cause damage to library property. The notice will cite the *Trespass to Property Act*, R.S.O. 1980, Chapter 551, Section 3.

1. A trespass notice may be issued by the Chief Executive Officer and his/her designate to persons who violate the Library Board’s *Rules of Conduct* (see *Facilities -9 Rules of Conduct*);
2. A trespass notice to the offender will be issued by registered mail or hand delivered;
3. A trespass notice may be issued for a period of from one month to an indefinite period;
4. Library staff will be notified of individuals who have been sent a letter banning them from the building. Two copies of the original letter will be kept: one copy will be posted on the staff bulletin board at the circulation desk. The second copy will be delivered by hand to the Brockville Police Department.
5. A person issued with a trespass notice may appeal the notice by requesting in writing to appear before the Board to give reason why the notice should be revoked;
6. An appeal to revoke a trespass notice issued to a minor must be made by the appellant in the company of their parent or legal guardian.