

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

**Contents of Operational Policies Section V:
Patron Services**

	Title	Original Approval	Amendments
OPS1	Accessibility	12-12-12	
OPS2	Programming	11-06-10	09-20-18
OPS3	Technology	12-12-12	06-13-13, 09-20-18
OPS4	Reference and Information Services	12-12-12	10-10-13
OPS5	Community Information	12-12-12	
OPS6	Services to Linguistic, Cultural, and Newcomer Groups	10-10-13	
OPS7	Children's Services	12-12-12	09-20-18
OPS8	Young Adults' Services	12-12-12	
OPS9	Outreach Services	11-06-10	
OPS10	Proctoring of Examinations	12-12-12	09-20-18
OPS11	Social Media	10-10-13	09-20-18

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS1	Title: <i>Accessibility</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended:	Previously:
Related Policies	<ul style="list-style-type: none"> • Accessibility Plan 2009
Associated Documents	<ul style="list-style-type: none"> • <i>Ontario Public Library Guidelines, 6th Edition</i> • <i>Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11</i> • <i>Accessibility Standards for Customer Service, Ontario Regulation 429/07</i> • <i>Integrated Accessibility Standards, Ontario Regulation 191/11</i> • <i>Ontario Human Rights Code, R.S.O. 1990, c. H.19</i>
Implementation Procedures	<ul style="list-style-type: none"> • Appendix Q: Accessibility Plan

SECTION I: Statement of Intent

1. Schreiber Public Library is committed to providing services where all individuals are treated with respect and dignity. The *Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11* (AODA) is a provincial legislation that sets out standards of compliance to ensure that services provided to Ontarians with disabilities is accessible and provided in a manner that uses reasonable efforts consistent with the core principles of:
 - 1.1. Dignity – Services are provided in a respectful manner consistent with the needs of the individual;
 - 1.2. Independence – Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy;
 - 1.3. Integration – Allow persons with disabilities to fully benefit from the same services, in the same place, and in a similar way;
 - 1.4. Equality of Opportunity – Persons with disabilities are given the same opportunity to benefit from the services provided as other patrons.
2. Every Library Board shall provide access to or arrange for the provision of access to accessible materials where they exist. Schreiber Public Library shall make information about the availability of accessible materials publicly available and shall provide the information in accessible formats or with appropriate communication supports upon request.
 - 2.1. The Library may provide accessible formats of archival materials, special collections, rare books, and donations.

SECTION II: Definitions

1. For the purposes of the AODA, the Library provides services on behalf of the municipality and therefore is considered to be a “small designated public sector organization with fewer than 50 employees” as defined within the *Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR)*.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

2. The definition of “disability” under the AODA is the same as the definition of disability in the *Ontario Human Rights Code*.
3. AODA, s. 2, states that “disability” means:
 - 3.1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
 - 3.2. A condition of mental impairment or a development disability;
 - 3.3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
 - 3.4. A mental disorder;
 - 3.5. An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, S.O. 1997, c. 16 (WSIB)*.

SECTION III: Meeting the Requirements of the AODA Regulations

1. The Chief Executive Officer (CEO) will ensure that Policies and procedures comply with the AODA and any regulations made under the AODA.
2. In accordance with the *IASR* of the AODA, accessibility will be addressed in four (4) main areas:
 - 2.1. The Financial Oversight Policy, for procuring goods, services, or facilities;
 - 2.2. The Employment Policies will address training on AODA regulations, accommodation for applicants, support for employees, accommodation plans, and career development and advancement;
 - 2.3. The Collection Policies will address the availability of materials in accessible formats;
 - 2.4. The Technology Policy, with respect to the Library's website.

SECTION IV: Communicating with Persons with Disabilities

1. Communication is a process of providing, sending, receiving, and understanding information. This section of the regulation is a specific requirement to communicate with an individual with a disability in a way that takes the person's disability into account. This means that Schreiber Public Library must consider how the disability affects the way that the person expresses, receives, or processes communications.
2. The Library shall make its communications available, upon request, in accessible formats or communications supports for persons with disabilities and shall make the availability of accessible communications known to the public. Types of communications include Policies, plans, emergency procedures, plan, and safety information, forms, surveys, and other tools to gather feedback, information on collections and materials in accessible format, and employment standards.
3. The goal is to communicate in an effective way:
 - 3.1. When communicating with a person with a disability, all members of the Library Board and staff will do so in a manner that takes into account the person's

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- disability;
- 3.2. Schreiber Public Library is committed to providing fully accessible telephone service to patrons. Library staff will be trained to communicate with patrons over the telephone in clear and plain language, to speak clearly and slowly, and to tailor their responses as much as possible in support of the individual;
 - 3.3. Access for persons who are deaf is available via Bell Relay Service (1-800-855-0511). All Library staff are to be trained on how to use Bell Relay Service and proper etiquette when using it;
 - 3.4. Schreiber Public Library will offer to communicate with patrons by other means, including mail, email, or other means of interpretation if telephone communication is not suitable to their communication needs, or is not available.
4. Accessible formats of the Library's communications shall be made available:
 - 4.1. In a timely manner;
 - 4.2. At a cost that is no more than the regular cost charged to others for the communications;
 - 4.3. In consultation with the person making the request.

SECTION V: Support Person

1. A support person is a person who accompanies a person with a disability to assist him or her. A support person can be a professional, a family member, a friend, or other person who assists a person with a disability with communication, mobility, personal care, or medical needs, or with access to goods and services.
2. Fees are not normally associated with the nature of this business; however, should a situation or event arise, support persons will not be charged any admission fees.
3. Schreiber Public Library is committed to welcoming people with disabilities who are accompanied by a support person.
4. The patron shall determine whether a support person is necessary; however, in the exceptional circumstance where Library staff believes that a support person should be in attendance to protect the health and safety of the patron or others, the following criteria shall be used in consulting with the patron:
 - 4.1. When there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient);
 - 4.2. When the risk is greater than the risk associated with other patrons;
 - 4.3. When the risk cannot be eliminated or reduced by other means;
 - 4.4. When the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm;
 - 4.5. When the assessment of the risk is based on the individual's actual characteristics, and not merely on generalizations, misperceptions, ignorance, or fears about the disability.
5. Schreiber Public Library would only request a support person on a rare occasion.

SECTION VI: Service Animals

1. Service animals are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are blind, hearing alert animals for people who are deaf, deafened, or hard of hearing, and animals trained to alert

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- an individual to an oncoming seizure and lead them to safety.
2. A service animal is defined in the Act as “any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability, and if the person provides a letter from a physician or nurse or other government issued certification, confirming that the person requires the animal for reasons relating to the disability”.
 3. Persons with a disability accompanied by a service animal are welcome at Schreiber Public Library.
 4. If in an unusual circumstance at an event outside of the Library’s building a service animal is excluded by law, then the Library will ensure that alternate means are available to enable the person with a disability to obtain, use, or benefit from the services of the Library.
 5. If it is not readily apparent that the animal is a service animal, such as a guide dog with a visible harness, Library staff will use extreme discretion in asking the person with a disability to confirm the animal is a service animal by:
 - 5.1. Asking if the animal is a service animal;
 - 5.2. If concerned about inappropriate animal behaviour, asking for a confirmation letter from a physician or nurse of service animal, or an identification card signed by the Attorney General of Canada, or a certificate of training from a recognized guide dog or service animal training school.
 6. Library staff will offer the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

SECTION VII: Assistive Devices

1. Personal assistive devices are usually devices that people bring with them, such as walkers, personal oxygen tanks, magnification devices, wheelchairs, canes, or other mobility devices that assist the person with daily living.
2. Persons with disabilities shall be permitted to obtain, use, or benefit from goods and services through the use of their own assistive devices.
3. Library staff will be trained and become familiar with various assistive devices that may be used by patrons with disabilities while accessing the Library’s services.
4. The Library will also ensure that staff knows how to use the assistive devices which are available on the Library’s premises.
5. Exceptions may occur in situations where Schreiber Public Library has determined that the assistive device may pose a risk to the health and safety of a person with a disability or the health and safety of others on the premises. In these situations and others, Library staff may offer a person with a disability other reasonable measures to assist him or her in obtaining, using, and benefiting from the services of the Library where other measures are available.
6. It should be noted that it is the responsibility of the person with a disability to ensure that their assistive device is operated in a safe and controlled manner at all times.

SECTION VIII: The Accessibility Plan

1. Schreiber Public Library will work with the municipality to establish, implement, maintain, and document a multi-year Accessibility Plan that will outline the Library’s strategy to prevent and remove barriers.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

2. The process will be done in consultation with persons with disabilities.
3. The Accessibility Plan will be reviewed and updated at least once every five (5) years. An Accessibility Report will be conducted annually.
4. The Plan and reports will be posted on the Library's website and be provided in an accessible format upon request.

SECTION IX: Notice of Service Disruption

1. Notice to the public will be provided when there is a temporary disruption (planned or unexpected) of facilities or services that are usually used by persons with disabilities to access goods and services. This notice must include the reason for the disruption, its duration, and a description of alternative facilities or services, if available, and posted in an obvious place. See Appendix.
2. Schreiber Public Library is aware that the operation of its facilities and services is important to the public. However, temporary disruptions in facilities or services may occur due to reasons that may or may not be within the Library's control or knowledge. Examples of this could be "snow days", or disruptions in power/heat beyond control.
3. Schreiber Public Library will make reasonable efforts to provide notice of the disruption to the public, including:
 - 3.1. The name of the service/event;
 - 3.2. The normal service location being impacted;
 - 3.3. Alternate service locations or service methods;
 - 3.4. Hours of service availability;
 - 3.5. Contact information;
 - 3.6. Any other information deemed appropriate to deliver Library service.
4. Schreiber Public Library will make reasonable efforts to provide prior notice of planned disruption if possible, recognizing that in some circumstances, such as in the situation of unplanned temporary disruption (snow storms), advance notice will not be possible. In such cases, the Library will provide notice as soon as possible.
5. In the event of a temporary service disruption that would limit a person with a disability from gaining access to Library goods and services, the Library will post a notice or otherwise make the disruption known to patrons in the following methods and places:
 - 5.1. Schreiber Public Library's website;
 - 5.2. Notice on entrance doors and bulletin boards;
 - 5.3. Radio, if applicable.

SECTION X: Feedback

1. Schreiber Public Library has a process in place for receiving and responding to feedback about how the Library provides goods and services to persons with disabilities.
2. Schreiber Public Library is committed to providing high quality services to all members of the public it serves. Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format, or through other methods.
3. Information about the feedback process is readily available to the public, and notice

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

of the process will be posted on the Library's website and/or in other appropriate locations.

4. All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided a response, within thirty (30) days, in the format in which the feedback was received, outlining actions deemed appropriate, if any.
5. Feedback will be reviewed at each Library staff meeting to review and monitor the Library's progress. Should feedback include individual Library staff members, management will meet with staff members to discuss/remedy.
6. Feedback mechanisms are as follows:
 - 6.1. Print format Accessible Customer Service Feedback Form in waiting area available in Large Print and Audio;
 - 6.2. Online Accessible Customer Service Feedback Form on the Library's website;
 - 6.3. Braille version may be developed.

SECTION XI: Training

1. The *Accessibility Standards for Customer Service, Ontario Regulation 429/07 (Standards)* requires providers to train Library staff on how to provide customer service to persons with disabilities and issues with mental health. Training should help to dispel myths, misconceptions, stereotypes, and fears about persons with disabilities.
2. Training is available online.
3. Training must include:
 - 3.1. A review of the purposes of the AODA and the requirements of the *Standards*;
 - 3.2. How to interact and communicate with people with various types of disabilities;
 - 3.3. How to interact with persons with disabilities who use an assistive device, service animal, or a support person;
 - 3.4. How to use equipment or assistive devices available on the Library's premises or otherwise provided that may help with the provision of goods and services to persons with disabilities;
 - 3.5. What to do if a person with a particular type of disability is having difficulty accessing the Library's goods and services.
4. Under the *Act*, training must be provided to:
 - 4.1. Every person who deals with the public or other third-parties on Schreiber Public Library's behalf receives training, whether the person is an employee, agent, volunteer, or otherwise;
 - 4.2. Every person who participates in developing the Library's Policies, practices, and procedures governing the provision of goods and services to members of the public or other third-parties is trained;
 - 4.3. New staff who deal with members of the public or other third-parties, or who participate in developing the Library's Policies, practices, and procedures on the provision of goods and services to the public or other third-parties in accordance with the training requirements set out in the *Standards*;
 - 4.4. Ongoing training in connection with any changes to the Library's Policies, practices, and procedures governing the provision of goods and services to persons with disabilities.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

5. Schreiber Public Library will ensure that all Library staff members that interact with patrons or create Policies and procedures are trained as required by the *Standards*.
6. Ongoing training to ensure excellence in the way the Library serves its patrons with disabilities will be conducted annually.
7. The content of the training will include:
 - 7.1. Overall review to ensure and build on awareness of the purposes of the AODA;
 - 7.2. Specific requirements of the *Standards*;
 - 7.3. Instruction on Schreiber Public Library's Accessible Customer Service Policies, practices, and procedures pertaining to the provision of goods and services to persons with disabilities, and how to interact and communicate with persons with disabilities;
 - 7.4. What to do if a person with a particular type of disability is having difficulty accessing Library services;
 - 7.5. How to interact with persons with disabilities who use assistive devices, or who require the assistance of a support person or service animal;
 - 7.6. Information about the equipment or devices available on the premises of the Library that may help with the provision of services to persons with disabilities;
 - 7.7. Ongoing training during monthly Library staff meetings;
 - 7.8. Ongoing awareness sessions with other disability service providers to gain additional awareness and insight.

SECTION XII: Timeline for Training

1. Training will be provided as a priority for new hires and included in the new employee orientation package. New employees will be required to complete the Accessible Customer Service online training module "Serve-Ability" as part of the new employee or volunteer orientation.
2. Ongoing training will be provided to all Library staff to ensure ongoing learning, development, and employee engagement in providing exceptional services to patrons.
3. Training will also be provided with any change to Schreiber Public Library's Policies, practices, and procedures governing the provision of goods and services to persons with disabilities.

SECTION XIII: Training Records

1. Schreiber Public Library will keep records of all Accessible Customer Service training, to include dates and content of training provided to each employee.
2. Provision of Accessible Customer Service to persons with disabilities will be reviewed with each Library staff member at all performance evaluations.

SECTION XIV: Notice of the Availability and Format of Documents

1. The *Accessibility Standards for Customer Service, Ontario Regulation 429/07* requires all public organizations to ensure customers are notified that the documents required under the *Standards* are available upon request by posting the notice at a conspicuous place on the organization's premises, by posting it on the website, or by any other method that is reasonable in the circumstances.
2. Schreiber Public Library will notify patrons by posting notice of availability of

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- documents in conspicuous places on Library premises.
3. When providing documentation to a person with a disability:
 - 3.1. Schreiber Public Library will provide the document, or the information contained in the document, in a format that takes the person's disability into account. Library staff are instructed to ask the patron if he or she requires information/documentation in an alternative format;
 - 3.2. All forms, documents, and materials will include "Alternative Formats Available Upon Request";
 - 3.3. As a work in progress, all existing forms and documents will be made accessible in the following formats:
 - 3.3.1. Large Print;
 - 3.3.2. Audio;
 - 3.3.3. Braille for most common forms/documents;
 - 3.3.4. Web accessibility;
 - 3.3.5. All existing in-house forms that would normally be available for the public will be reviewed for "plain language" content and revised where necessary;
 - 3.3.6. Any future in-house forms that would normally be available for the public will be created with plain language.
 4. Schreiber Public Library may use many governmental documents and may request alternative formats of documents when ordering materials from a provincial or federal program.
 5. A copy of any document may be made for anyone who asks for them.

SECTION XV: Modifications

1. Schreiber Public Library is committed to developing Customer Service Policies that respect and promote the dignity and independence of persons with disabilities.
2. Any changes made to this Policy will consider the needs of persons with disabilities.
3. Any Policy of Schreiber Public Library that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS2	Title: <i>Programming</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 11-06-10	Review: Biennial (Even Years)
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Related Policies	•
Associated Documents	•
Implementation Procedures	• Appendix: Program Plan

SECTION I: Programming Policy

Programming supports the Library's mission to stimulate imagination and inquiry. Programming provides information, invites public discussion, encourages curiosity and creativity, and promotes literacy and reading. Programming promotes the Library's services and resources. This Policy defines the provision of programs at Schreiber Public Library.

1. Programs are defined as any group activity offered to the public that Library staff coordinate, plan, and/or present.
2. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by presenters or participants.
3. Programs presented or promoted within the Library which are not Library events are not endorsed by the Library. This includes those presented within Library rental space by outside organizations.
4. The Library will:
 - 4.1. Make available a wide spectrum of opinions and viewpoints;
 - 4.2. Select programs based on the interest and need of the community;
 - 4.3. Use programs to promote interest in, and the joy of, reading;
 - 4.4. Make programs available free of charge except for fundraising events to benefit the Library;
 - 4.5. Limit program attendance based on safe use of space, or when success of a program requires it;
 - 4.6. Make programs open to all, based on a first come, first served basis, either with advanced registration or at the door;
 - 4.7. Not offer programming that is purely commercial;
 - 4.8. Regularly evaluate the planning and delivery of Library programs;
 - 4.9. Make available a process for user feedback and expressions of opinions/concerns about programs.
5. The Library may:
 - 5.1. Offer programs for children, young adults, adults, and families;
 - 5.2. Offer programs as determined by need aimed at specific populations or interest groups within the community, such as newcomers, LGBTQ persons, socioeconomically disadvantaged groups (e.g. unemployed or underemployed persons, homeless, persons with English as their second language);

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 5.3. Participate in cooperative programs with other agencies, organizations, institutions, or individuals; such as the Adult Learning Centre, EarlyOn, Schreiber Archives and Historical Society, Rail Museum, Recreation Centre.
- 5.4. Sponsor programs in the Library facility or outside of the Library;
- 5.5. Promote programs through brochures, news releases, and the Library's website;
- 5.6. Allow presenters to display products or books for purchase.

SECTION II: Programming Procedure

1. Programming includes recreational, educational, or cultural group events sponsored by the Library.
2. In planning and executing any program for Schreiber Public Library, the following factors will be considered:
 - 2.1. Responsibility for planning, organizing, and executing a given event will be assigned to the Chief Executive Officer (CEO);
 - 2.2. Every program or special event should have a theme (e.g. Halloween, Christmas, Ontario Public Library Week);
 - 2.3. Programs will be designed for a specific target audience, such as a certain age group (children, seniors) or other grouping within the community;
 - 2.4. Programs will be held when it is most suitable and timely for the intended audience, and will allow for sufficient time to plan and promote the program;
 - 2.5. All charges and expenses must be considered and approved by the CEO ahead of time;
 - 2.6. Event planners will ensure that the community is informed of an upcoming event through such means as newspaper, television, and radio advertising, posters, flyers, Facebook and announcements on Community Bulletin Boards. Local media will be informed of events and invited to attend;
 - 2.7. To promote the Library to best advantage, programs and events should be held in the Library where possible. Where the Library is not equipped to handle a certain event, other locations may be considered;
 - 2.8. Upon completion, programs will be evaluated as to the level of participant satisfaction, attendance, and cost effectiveness. To help engage participant satisfaction and to collect new ideas, program participants will be provided with Program Evaluation Forms to be collected by staff as they leave;
 - 2.9. Program evaluation summaries and statistics will be kept on file as a resource for planning future programs.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS3		Title: <i>Technology</i>	
Type: Operational: Patron Services		Authority: CEO	
Originated: 12-12-12		Review: Biennial (Even Years)	
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Related Policies		<ul style="list-style-type: none"> • OP5: Patron Dissemination of Information • OP6: Handling Patron Information and Feedback • FS7: Statement on Intellectual Freedom • OPS4: Reference and Information Services • OPS7: Children's Services • OPS8: Young Adults' Services 	
Associated Documents		<ul style="list-style-type: none"> • <i>Ontario Public Library Guidelines, 6th Edition</i> • <i>Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11</i> • <i>Accessibility Standards for Customer Service, Ontario Regulation 429/07</i> • <i>World Wide Web Consortium Web Content Accessibility Guidelines 2.0</i> • SPL Succession Manual • SPL Staff Manual 	
Implementation Procedures		<ul style="list-style-type: none"> • Appendix D1: Use of Internet Acceptance • Appendix R: Technology Plan • Appendix R1: Computer Documentation • Appendix S: Business Continuity and Disaster Plan 	

The Schreiber Public Library Board endorses the use of the Internet as an essential source of information to complement the Library collections. The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the Library has no control. This Policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

SECTION I: Reliability and Appropriateness of Information on the Internet

1. Resources will be made available to inform users about the reliability and appropriateness of information available on the Internet.
2. The Library is not responsible for the accuracy of the information available on the Internet. This is the responsibility of the producer/originator or publisher.
3. The Library Board is not responsible for the quality, legality, appropriateness, or availability of any Internet sources accessed through the Library's public network.

SECTION II: Schreiber Public Library's Website

1. The Library will maintain a website that provides:

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 1.1. Information about operations and services;
- 1.2. Access to the catalogue;
- 1.3. Access to subscription databases, talking books, and eBooks;
- 1.4. A selected, evaluated, and organized collection of reliable and current information sources available on the Internet.
2. The Library has a website which includes links for specific user groups such as children, young adults, and cultural and linguistic groups in the community.
3. The Library Board is only responsible for the content of website pages managed by the Library and not the content of outside resources or links gained via the Library website.
4. Schreiber Public Library shall make the website and web content conform with the *World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0*. By following accessible design principles and accessibility standards during website development, accessibility is achievable. The Library will inform internal developers or third-party website application or content vendors of the Library's requirement to be WCAG 2.0 compliant. <http://www.w3.org/TR/WCAG/>
5. The Library Board will ensure that the Library is searchable with its own Domain Name System (DNS). Internal staff and Board Members' email will be attached to this DNS.

SECTION III: Access to the Public Network

1. The Library Board will ensure that access to, and use of, the public network is compatible with Schreiber Public Library's Policy on Intellectual Freedom (See FS7).
2. Wired and/or wireless access to the Internet via the public network is provided free of charge to patrons in good standing.
3. Access to the network will be available from the public computers or users' personal devices.
4. The Library reserves the right to set time limits or ask users to limit their time on the public computers. Library staff reserve the right to adjust computer time and scheduling as necessary.
5. Email will only be made available through free email providers (e.g. Hotmail, Gmail, Yahoo, Outlook, Bell, Shaw) via public web browsers (e.g. Internet Explorer, Mozilla Firefox, or Google Chrome, Opera, SeaMonkey).
6. The Library's wireless network is not secure; the Library cannot guarantee the safety of traffic across its wireless network. The Library does not assume any responsibility for the configuration, security, or files on personal laptops resulting from connection to the Library's network. Users should be aware that information sent to or from their laptop can be captured by anyone else with a wireless device and appropriate software.
7. The Library is not responsible for any damages sustained while using a personally owned device within the Library's premises or while using the Library's wireless network.
8. The Library will not be responsible for any expenses incurred by, or the potential repercussions of, third-parties using personal/banking/credit card information that has been entered via the public network.
9. The Library will not be responsible for any uploads, messages, or libelous acts by other users who gain access to personal accounts as a result of improper logout procedure or storage of personal information on the workstation.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

10. The Library will not be responsible for laptops, devices, or equipment left unattended on Library property.
11. Sometimes patrons may not be able to access certain places on the Internet. There are reasons, among them:
 - 11.1. There are too many Internet visitors and the host computer has closed or limited access from the outside world;
 - 11.2. The database or resource is licensed to a particular institution that requires affiliation with that institution in order to gain access;
 - 11.3. The host computer has changed its address or has closed down;
 - 11.4. The Library's Internet connection may be periodically and temporarily unavailable due to technical difficulties;
 - 11.5. Security on the computer.

SECTION IV: Privacy and Confidentiality

1. Use of the Library's public network falls under the provision of the Library's Confidentiality and the Protection of Privacy Policy (See OP6).
2. Privacy at the workstations is not guaranteed. Staff will take reasonable measures to ensure the privacy and confidentiality of a user's use of the Internet in the Library.
3. Users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Users are expected to use the Internet in accordance with this environment.
4. The Library Board assumes no responsibility for the security and privacy of online transactions, as the Internet is not a secure medium, and third-parties may be able to obtain information about the user's activities.
5. Users must protect their own passwords by not saving usernames and passwords in cookies on any computer, and by logging out of all files and user screens prior to completing their login session.

SECTION V: Computer Usage

1. A current Schreiber Public Library membership card is required for computer access, and anyone wishing to use the public access computers must check in at the Circulation Desk. Non-members will be charged a small fee for Internet access.
2. The public access computers are normally available during regular Library hours.
3. Use of the public access computers is on a first-come, first-serve basis. Those using the Internet will have a time limit.
4. The Library has public computers available for word processing and other basic computer uses. Documents created on these computers must be saved on a memory stick or CD, which can be purchased at the Circulation Desk.
5. Library staff are glad to help in basic procedures such as turning on the computer, assisting with memory stick usage, software, or Internet usage questions, etc. However, staff are generally unable to teach software usage. Patrons should refer any specific questions or problems they encounter with the systems to Library staff as they may need to be referred for repairs.
6. The Library will use Windows 7 Operating Software and house Microsoft Office 2010 (or newer) on all computers. Patrons may not load personal or other software on the computer. In some cases, Internet access is limited due to safety protocols installed,

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

which may deny additional Internet required downloads to Library computers. Requests for software additions will be entertained.

7. General regulation governing the use of the public Library word processor is:
 - 7.1. Anyone found changing any files, making changes in software, or in any way making malicious, purposeful alterations of computers and/or their software will lose his/her computer privileges;
 - 7.2. A basic computer terminal sign-up is thirty (30) minutes. A maximum of three (3) sessions per day may be reserved. If no one has reserved the public computer, parties may continue to use the computer as a single session for longer periods. The Library will track length of usage and sessions per day;
 - 7.3. Nothing should be saved on the computer hard drive – the hard drive will be periodically purged;
 - 7.4. Should patrons need printing completed, there will be a cost per page. Patrons will pay Library staff prior to printing.
8. As the computers are the property of Schreiber Public Library, staff may periodically inspect the usage by patrons. Security monitoring software may be utilized without notification to patrons, including the recording and storage of key strokes and site visits.
9. The Library reserves the right to request the patrons discontinue use of the Internet;
 - 9.1. Patrons in violation of the Library's Computer Usage Policy will have their Internet privileges revoked or may be banned from using the Library;
 - 9.2. Patrons using the Library's Internet workstations for illegal purposes will be subject to prosecution;
 - 9.3. Appeal for reinstatement of privilege can be made to the Chief Executive Officer (CEO) and Library Board after one (1) month.

SECTION VI: Use by Children

1. Children are deemed by the *Ontario Public Library Guidelines* to be any person aged sixteen (16) and under.
2. Children may access all information and use all facilities provided by the Library.
3. The Library will install filtering software on its computers.
4. The Library Board will ensure that children's and young adults' access to the Internet is compatible with the Policies on Children's Services (See OPS6) and Young Adults' Services (See OPS7), and the Policy on Intellectual Freedom (See FS7).
5. The Library Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of Internet resources.
6. Library staff will:
 - 6.1. Affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources;
 - 6.2. Assist parents by providing guidelines for 'Safe Surfing';
7. Parents/Guardians are responsible for their children at all times. By accepting a patron card on behalf of their child, they are agreeing that they will:
 - 7.1. Assume responsibility for deciding which resources and type of network access are appropriate for their children;
 - 7.2. Be made aware that the term 'children', as used by the Library, means up to, and including, the age of sixteen (16);

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

7.3. Be responsible to monitor children's use within the Library.

SECTION VII: Acceptable Use Rules

1. To ensure equitable access to the public network and efficient use of resources, the Library Board sets rules for public network access and reserves the right to modify these whenever and wherever appropriate.
2. Users who deliberately violate the rules may have their Library privileges suspended.
3. Users who have delinquent or banned accounts due to behavior or outstanding materials may be denied access until their Library status and accounts are brought into good standing.
4. The Acceptable Use Rules are:
 - 4.1. Users should view the use of the computers for Internet access in the same way as they view the use of the general collection; that is, they are shared resources;
 - 4.2. Users must respect the laws of Canada when using the public network;
 - 4.3. Use of the public network for illegal, actionable, or criminal purposes, or to seek access to unauthorized areas, is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading, and/or printing child pornography;
 - 4.4. Illegal use will be reported to the police;
 - 4.5. Users of the public network may not violate or circumvent copyright and other intellectual property rights. The Library Board will promote fair use copyright principles and will advise users of their legal responsibilities regarding these;
 - 4.6. Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the Library. In the case of Library staff and volunteers, appropriate disciplinary action will be taken;
 - 4.7. User-created files shall not be saved on the Library's computers. Files that are saved will be removed. Users may store files on personal removable storage media;
 - 4.8. User-supplied software shall not be installed on the Library's computers, and users may not modify or reconfigure software installed on the Library's computers.

SECTION VIII: Assistance from Library Staff

1. Library staff will provide assistance with:
 - 1.1. Access to the public workstations;
 - 1.2. Helping patrons begin their search for information;
 - 1.3. Access to subscription databases and eBooks;
 - 1.4. Online reference and information inquiries. Through the Library's website, visitors can email Library staff to access the Library's reference services.

SECTION IX: Compliance

1. The Chief Executive Officer (CEO) will ensure that all Library staff and other persons working in the Library are informed and familiar with this Policy, the Acceptable Use Rules, and the Internet Use Statement.
2. Library staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules and the Internet Use Statement.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

3. The Library Board will support its staff in their fair and informed enforcement of this Policy and associated rules.
4. Actions taken by Library staff may be appealed to the Library Board. The Board's decision is final.

SECTION X: Internet Use Statement

1. Schreiber Public Library provides its staff and patrons with access to the Internet. The Library understands that the Internet is an appropriate and useful information tool for children and adults. Its resources contain a wide variety of materials and opinions from varied points of view, not all of which are suitable for the informational and recreational needs of each group. However, Schreiber Public Library does not assume any responsibility of patron use of the Internet. Library staff will do their best to provide safe and secure Internet use.
2. Therefore, any non-library member wishing to gain access to the Internet must read and sign the Use of Internet Acceptance form.
3. The following computer uses are prohibited in Schreiber Public Library:
 - 3.1. Use of the public Internet computer terminals for any activity prohibited by federal or provincial law;
 - 3.2. Violation of copyright laws or software licensing agreements through reproduction or distribution of copyrighted or licensed materials;
 - 3.3. Use of the public Internet computer terminals to obstruct other people's work by using the systems unreasonably or by deliberately crashing or disrupting any computer system;
 - 3.4. Making any attempt to damage, alter, change, or modify the computers' hardware or software, or to deliberately and knowingly introduce a computer virus;
 - 3.5. Use of any public Internet computer terminal to operate a business;
 - 3.6. Use of the public Internet computer terminals to engage in any tortuous activity, including libel, slander, or cyber bullying;
 - 3.7. Use of the public Internet computer terminals to view pornography and/or sexually oriented chat rooms;
 - 3.8. Use for illegal gaming and gambling sites.

SECTION XI: Maintenance and Security

1. The Chief Executive Officer (CEO) will maintain a Technology Plan which will be reviewed and endorsed by the Library Board at least every five (5) years.
2. The CEO will ensure access is provided to software, products, and operating systems for use by Library staff and/or patrons, and as available within the current budgetary constraints.
3. The Library will ensure that all security measures are in place, including, but not limited to:
 - 3.1. Password protection of secure sites;
 - 3.2. Active antivirus software on all workstations;
 - 3.3. Server redundancies such as Firewalls that are active and in place;
 - 3.4. Automated or dual drive back-up of server and protocols;

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 3.5. Emergency power back-up and shut down mechanisms for server and workstations.
4. The Library will maintain all technology so that it is in good working order for patrons and staff.
5. The Library will ensure security protocols are in place to protect the physical infrastructure, including smoke/fire detectors, entry alarms, heat alarms, and insurance.
6. The Library will maintain active licenses for all software housed on workstations and the server.
7. The CEO will conduct a technology audit of suggested additions annually.
8. The CEO will conduct a technology inventory semi-annually.

SECTION XII: Business Continuity and Disaster Protocols

1. Schreiber Public Library's Chief Executive Officer (CEO) will maintain protocols for business continuity in the event of a technological disaster. A disaster includes, but is not limited to:
 - 1.1. Fire, flood, or natural disaster;
 - 1.2. Theft, vandalism, or sabotage;
 - 1.3. Server system failure;
 - 1.4. Electrical outages, brownouts, or spikes;
 - 1.5. Lifecycle of computers due to age and normal wear;
 - 1.6. Data corruption or loss due to Virus, Worm, or Trojan;
 - 1.7. Patron database and Integrated Library System (ILS) corruption or loss.
2. To maximize business continuity, the CEO and Library Board will:
 - 2.1. Maintain Insurance Policies;
 - 2.2. Employ redundancies of drives and server backups;
 - 2.3. Utilize Uninterruptible Power Supply (UPS), surge protectors, and other electrical redundancies;
 - 2.4. Plan for lifecycle of systems and for ongoing maintenance and replacement;
 - 2.5. House Internet and Intranet Firewalls and security software;
 - 2.6. Employ an Integrated Library System (ILS) where weekly backup of information and redundancy drives are guaranteed.
3. The CEO will maintain an up-to-date Succession Manual, Staff Manual, and Information Technology (IT) procedures/passcodes in the event of death, termination, or some other reason why the CEO, IT staff, or other protocol and passcode holder cannot provide information for succession. The CEO will inform the Board Chairperson on an ongoing basis where these materials can be found and ensure that business continuity is not hampered by lack of succession information.

SECTION XIII: Responsibility and Access to Technology

1. The Chief Executive Officer (CEO) will provide a Master List of passwords for the Library in the confidential section of the Succession Manual.
2. The CEO will be responsible for giving access points for Library staff, volunteers, and members of the Library Board for email accounts, staff login, and other access points. These will be at the CEO's discretion and be determined by the needs of each position.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 2.1. All Library staff will have access to staff files and have access to complete basic patron demands, such as waive fees, reset patron passwords, override basic functions of the system;
 - 2.2. Volunteers will have access to files but be logged on by Library staff;
 - 2.3. Executive Board Members will be given the opportunity to have Schreiber Public Library files. The Chairperson will have access to all Schreiber Public Library files;
 - 2.4. One designated Library staff will have access to the CEO desk and personal files when the CEO is away from the building for long periods, such as trips, illness, or vacation. All requests for information when the CEO is away but returning in forty-eight (48) hours or less can be held until the CEO's return;
 - 2.5. A comprehensive list of passwords needed by Library staff will be maintained within the Staff Manual.
3. The IT or Network Manager will have access codes for all internal systems. These access codes, remote and onsite, will all be shared with the CEO and provided in an updated Succession Manual in the IT and confidential sections.
 4. The CEO will share all confidential access with the Chairperson so that he/she is able to intervene in an emergency or other loss of the CEO.
 5. An updated list of Library staff, Board Members, and others will be maintained, including contact information, knowledge/access points, and accounts of relevance to the Library. This list will be included in the Succession Manual within the confidential section.

SECTION XIV: Computer and Internet Training

1. Schreiber Public Library may offer or sponsor computer and Internet training courses.
2. The Library Board will establish fees for the courses on a cost recovery basis considering the following costs:
 - 2.1. Advertising;
 - 2.2. Administration time and costs;
 - 2.3. Internet access costs;
 - 2.4. Maintenance and replacement of computers;
 - 2.5. Additional staffing if required;
 - 2.6. Cost of the space and time;
 - 2.7. Building time and costs;
 - 2.8. Fees and costs for an instructor;
 - 2.9. Other.
3. Library staff teaching computer and Internet training courses may be paid a fee established by the Library Board in addition to their regular rate of pay.
4. The Chief Executive Officer (CEO) will be responsible for ensuring that the course content meets all Policy requirements of Schreiber Public Library and includes a module concerning the Technology Policies of the Library.
5. Library staff will not provide computer and Internet training on an individual basis. Staff may assist with Internet research in accordance with the Library's Reference and Information Services Policy (See OPS4).
6. Patrons not familiar with computers or Internet will be encouraged to take the training courses.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS4	Title: Reference and Information Services
Type: Operational: Patron Services	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended: 10-10-13	Previously: Reference Service Policy 04-03-08
Related Policies	<ul style="list-style-type: none"> • FS1: Mission Statement • FS7: Statement on Intellectual Freedom • OC6: Community Feedback and Support • OC11: Controversial Materials • OPS5: Community Information
Associated Documents	<ul style="list-style-type: none"> • <i>Public Libraries Act, R.S.O. 1990, c. P.44</i>
Implementation Procedures	<ul style="list-style-type: none"> • Appendix V: Request for Information Form

Schreiber Public Library reference and information services link patrons with resources to fulfill their cultural, educational, informational, and recreational needs. The purpose of this Policy is to guide and plan for high quality Library services and to ensure that the community is aware of the range of services available at the Library. This Policy also guides Library staff when answering reference questions.

SECTION I: Range of Library Services

1. All patrons of Schreiber Public Library can expect to receive a level of information services consistent with the Library's Mission Statement.
2. This includes help using the Library's catalogue, databases, and equipment; help conducting research for personal, educational, or professional purposes; help locating materials and placing holds; accessing materials from other institutions; and access to the Internet.

SECTION II: Reference and Information Services

1. All Library staff will receive training in offering subject assistance to Library patrons.
2. All Library staff may attempt to answer questions and requests for information from Library patrons.
3. All Library patrons seeking information will be treated equally, regardless of sex, age, ability, or ethnicity.
4. Library staff will respect and protect the confidential and private nature of requests for information.
5. Library staff will answer all reference questions efficiently, accurately, and as completely as possible, and will be guided by the Statement on Intellectual Freedom, the Controversial Materials Policy, and the Community Feedback and Support Policy. All questions will be considered important and legitimate, unless it becomes apparent that they are otherwise.
6. Library staff will attempt to answer questions as fully as possible, but must keep in mind the needs of all patrons using the Library. If a question proves to be very time-consuming, then the patron may have to be called back later with the answer. A possible timeframe for answering the question should be provided to the patron.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

7. Library staff will assist patrons in finding information, both in-house and electronically, and will provide instruction on how to use Library resources based upon the patron's needs. Staff provide the following services:
 - 7.1. *Quick Reference*: These questions can usually be answered immediately using directories, almanacs, and online resources;
 - 7.2. *General Reference*: These questions usually require a lengthier search and/or the use of a number of sources to arrive at a complete answer.
8. Reference questions may be answered using the entire collection of the Library. However, some materials will be designated for use in the Library only. Such materials normally do not circulate. In exceptional circumstances, and at the discretion of the staff member on duty, a special one- or two-day loan may be granted.
9. The Chief Executive Officer (CEO) is responsible for developing and maintaining the reference collection appropriate to the needs of the community. He/she may delegate tasks to other staff members, as appropriate. Questions which the Library staff are unable to answer will be noted. The CEO will pursue these questions from time to time, to assist in selecting materials for the Library.
10. Community information requested in *Quick Reference* may include contact information, dates, or times of meetings (e.g. when, where do "they" meet?). All community information given will be the responsibility of the community group agency to maintain updated information with Schreiber Public Library, in directories, or on their website. Library staff will maintain accurate information when it is forwarded to the Library for public release and distribution.
11. Library staff will refer patrons to the Interlibrary Loan (ILL) service, other Libraries, agencies, and community resources if it is not possible to find an answer using the Library's own resources. "I don't know" is not an acceptable answer.
12. Excluded questions:
 - 12.1. School-related questions will be answered in the same manner as all reference questions;
 - 12.2. Only simple answers can be provided for prize contest questions.
13. The extent of individual services to each person will depend on the number of patrons needing to be served. The following priorities will apply:
 - 13.1. First priority: Requests presented in person and by Integrated Library System (ILS);
 - 13.2. Second priority: Requests presented by telephone/voicemail;
 - 13.3. Third priority: Requests sent in by mail/fax/email;
 - 13.4. Fourth priority: Requests received via the Interlibrary Loan (ILL) network.
14. To assess and evaluate reference and information services, and to comply with the requirements of the *Annual Survey of Public Libraries*, statistics on reference questions will be kept and analyzed.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS5	Title: <i>Community Information</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended:	Previously: 01-08 11-06-10
Related Policies	<ul style="list-style-type: none">• OP7: Sign and Notice Posting
Associated Documents	<ul style="list-style-type: none">•
Implementation Procedures	<ul style="list-style-type: none">•

Schreiber Public Library makes available information on community activities, agencies, and organizations in order to facilitate access to resources within the community and as a partner in promoting community services and events. The Library encourages the display of bulletins, brochures, and posters regarding events in order that the Schreiber community can fully participate in community activities. This Policy sets out the types of information suitable for collecting, displaying, and distributing in the Library.

SECTION I: Community Information Collection and Services

1. The Library will keep current information on the services of community agencies and organizations. It is the responsibility of the agency or group to provide current and updated information to the Library, or to maintain local directories and websites. The Library staff is responsible to provide the best known information to maintain accurate records of said information provided to the Library.
2. Information will include up-to-date information on:
 - 2.1. Municipal services;
 - 2.2. Community groups and organizations;
 - 2.3. Educational organizations;
 - 2.4. Health and social services agencies;
 - 2.5. Religious, recreation, and cultural institutions.
3. The Library will provide easy, convenient, and confidential access to information on agencies and organizations.
4. The Library staff will be knowledgeable about community agencies and organizations and capable of referring people appropriately and in a sensitive manner.
5. Patron confidentiality will be respected at all times.

SECTION II: Community Information Displays in the Library

1. Schreiber Public Library will make available space to display material(s) about community activities and events.
2. The display of material(s) does not constitute an endorsement of any group.
3. The Library staff will place, post, and remove all material(s) on the bulletin boards and in the brochure racks.
4. Material(s) will be accepted on a space available basis using the following priorities:
 - 4.1. Notices of community interest from Municipal Council and agencies;
 - 4.2. Notices of cultural, educational, and recreational events.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

5. "Library Only" displays will be used to display Library programs, services, and notices, and will not accept external notices.
6. All material(s) become the property of the Schreiber Public Library Board, and the Library will dispose of material(s) as it sees fit.
7. The Library will provide a Community Bulletin Board where anyone may post notices. The Library staff has the right to remove any material(s) which the Library would not normally display or distribute.
8. The Library will not display or distribute:
 - 8.1. Material(s) that contravene the *Ontario Human Rights Code*, federal, or provincial laws and regulations;
 - 8.2. Material(s) whose primary focus is partisan or political in nature; however, political material(s) may be eligible when it announces meetings and forums for discussion of community issues;
 - 8.3. Faith-based material(s) whose primary purpose is the promotion of faith; however, events sponsored by local religious groups may be displayed;
 - 8.4. Material(s) advertising and promoting commercial products or services; however, fundraiser events may be displayed;
 - 8.5. Personal advertisements and notices, including notices of items for sale or rent;
 - 8.6. Multiple copies of the same posting on the bulletin board.
9. Any complaints or appeals must be made **in writing** and will be resolved by the Chief Executive Officer (CEO).

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS6	Title: <i>Services to Linguistic, Cultural, and Newcomer Groups</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 10-10-13	Review: Biennial (Even Years)
Amended:	Previously:
Related Policies	<ul style="list-style-type: none">•
Associated Documents	<ul style="list-style-type: none">• <i>Ontario Public Library Guidelines, 6th Edition</i>
Implementation Procedures	<ul style="list-style-type: none">•

1. Schreiber Public Library develops resources and implements programs and services to meet the Library needs of local linguistic, cultural, and newcomer groups and people.
2. Where appropriate, the Library provides a collection of Library materials which is designated primarily for use by linguistic, cultural, and newcomer groups within the community.
3. Library staff working with linguistic, cultural, and newcomer groups within the community provide reference and readers' advisory services appropriate to these users.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS7		Title: Children's Services	
Type: Operational: Patron Services		Authority: CEO	
Originated: 12-12-12		Review: Biennial (Even Years)	
Amended: 09-20-18		Previously: Children's Services Policy 05-29-08	
Related Policies		<ul style="list-style-type: none"> • OC1: Collections • OC4: Selection Criteria • OC7: Composition of the Collection • OPS1: Accessibility • OPS2: Programming • OPS4: Reference and Information Services • OP4: Guidelines for Proper Behaviour in the Library 	
Associated Documents		<ul style="list-style-type: none"> • <i>Ontario Public Library Guidelines, 6th Edition</i> • <i>Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11</i> • <i>Ontario's Child and Family Services Act, R.S.O. 1990, c. C.11</i> 	
Implementation Procedures		<ul style="list-style-type: none"> • Appendix T: Children's Rights in the Public Library 	

The Schreiber Public Library Board strongly believes that a significant role of the Library is to provide services to children in order to enhance their love of reading, literacy skills, educational capacity, cultural appreciation, lifelong learning, and the fostering of a worth of the public Library within the next generation of community members. Schreiber Public Library endorses *Children's Rights in the Public Library*, adopted by the Ontario Library Association at the November 1998 Annual General Meeting.

The goal of the public Library service is to provide ready access to sources of information, knowledge, and the creative imagination for all people of Schreiber. The intellectual growth of children, their cultural appreciation, and recreational activities should be fostered through quality Library service, delivered with consideration and respect.

SECTION I: Groups to be Served

1. Children
 - 1.1.Children up to the age of fourteen (14) years are the primary user group of children's services and materials.
 - 1.1.1. Any child attending school in Schreiber may have free access to Library membership.
2. Caregivers
 - 2.1.Caregivers are the first access point for Library service to infants, toddlers, and pre-school children. Programs and activities are often necessary for the caregiver to engage with small children, especially around early literacy;
 - 2.2.Parents themselves may need information on a variety of topics, such as parenting, child development, and special concerns (e.g. hyperactivity, sex

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- education, divorce, adoption, etc.).
3. School and Community Educators
 - 3.1. Teachers are the primary formal voice of educational services within a community. To assist these educators' curriculum, materials for children's independent learning, out-of-class learning, and to a lesser degree, in-class learning, are maintained within the children's collection;
 - 3.2. Community educators are also looking for resources for the children with whom they work. These may include camp leaders, language programs, or daycare;
 - 3.3. Finally, the Library aims to have collections appropriate for any home-school family who may use the Library as a resource for both print and online materials.
 4. Special Interest Groups
 - 4.1. There are a number of special interest groups who may require special formats and materials, including:
 - 4.1.1. Children with disabilities;
 - 4.1.2. Children doing remedial work;
 - 4.1.3. Ethnic groups;
 - 4.1.4. Literacy groups;
 - 4.1.5. Adult students of childhood education classes;
 5. Library Staff
 - 5.1. The Library staff themselves are users of the children's materials as they provide programs and offer support to Library patrons. Staff require resources and volunteers to assist in the selection of materials;
 - 5.2. Resources are needed to generate ideas in children's services. These include:
 - 5.2.1. Songs;
 - 5.2.2. Games;
 - 5.2.3. Crafts;
 - 5.2.4. Books;
 - 5.2.5. DVDs/videos;
 - 5.2.6. Magazines;
 - 5.2.7. Puppets.

SECTION II: Children's Area

1. Grounds
 - 1.1. The grounds and interior of the Library are checked daily to minimize any risk to children and other patrons.
2. Children's Area
 - 2.1. The children's area shall be distinct from the adult area. It is understood that children's areas are no longer places of silence, but interactive learning environments with flexibility towards noise;
 - 2.2. The furnishings should be sturdy, washable, and painted with nontoxic materials. All of the furnishings in the children's area should be designed with children in mind. The height of shelves, chairs, tables, and catalogues must correspond to the height of the users. Consideration should be given to the disabled;
 - 2.3. The children's area should be visually stimulating. Children should be able to readily distinguish their own area from the rest of the Library;
 - 2.4. Displays, posters, and other decorative elements shall be used to define the

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- children's area, to promote Library programs and materials, and to make the Library inviting;
- 2.5. The children's area shall allow for access to this section by strollers, baby carriages, and wheelchairs. Library staff shall assist those in need at doors where possible.

SECTION III: Programming

1. The Chief Executive Officer (CEO) shall be responsible for developing a well-planned set of programs for the children's section throughout the calendar year.
2. Library programs are provided for children onsite throughout the year and off-site by request or by appointment (e.g. classroom visits). These programs are intended to foster literacy, provide recreation, foster lifelong love of reading, and promote the use of the collection.
3. The primary program available for children is the Summer Reading program; however, the Library Board will ensure funds available throughout the year for other program offerings, such as:
 - 3.1. Story times;
 - 3.2. Classroom visits;
 - 3.3. Puppet Shows;
 - 3.4. DVDs, videos, and storybooks on tape;
 - 3.5. Library clubs;
 - 3.6. Ontario Public Library Week activities.
4. Programming should be both recreational and educational. Educational programs such as homework support clubs, science fair support, or other curriculum and extra-curricular activities shall be a part of Library programming.
5. See also Programming Policy (OPS2).

SECTION IV: Resources

1. Children are entitled to:
 - 1.1. A separately purchased collection which is designed to meet their needs from infancy to the end of childhood;
 - 1.2. A computer catalogue with author, title, and subject access;
 - 1.3. A balanced collection to serve a wide variety of users and special needs of the community;
 - 1.4. A collection that is up-to-date, in good condition, and generally attractive, and is organized for easy access and with children's capabilities in mind;
 - 1.5. A collection that includes literature of the highest quality to satisfy the wants and needs of children and to develop their human potential.
2. Children's Materials
 - 2.1. Materials for children shall be chosen in accordance with the Library's overall Collection Development Plan. Specific areas to be included within the children's collection are:
 - 2.1.1. Picture Books;
 - 2.1.2. Board Books;
 - 2.1.3. Easy Readers;
 - 2.1.4. Primary Fiction (Reading level grades 1-3);

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 2.1.5. Junior Fiction (Reading level grades 4-6);
 - 2.1.6. Intermediate Fiction (Reading level grades 7-8);
 - 2.1.7. Non-Fiction (Personal interest and curriculum support);
 - 2.1.8. Standard Reference Works;
 - 2.1.9. Biography;
 - 2.1.10. Periodicals (Written for children);
 - 2.1.11. Pamphlets;
 - 2.1.12. Audio-Visual Materials, and the equipment to use these in the Library;
 - 2.1.13. Games, Puppets, and Toys.
3. In addition to the Collection Development Plan (relevant to children's materials) there shall be an emphasis placed on collecting award-winning children's titles and that support local programs.
 4. Book and non-book materials shall be available representing:
 - 4.1. Canadiana;
 - 4.2. French literature;
 - 4.3. Traditional literature, including folklore and myths, to convey a cultural heritage;
 - 4.4. Popular and ephemeral literature that reflects the constantly changing environment of children;
 - 4.5. Literature designed to serve special groups such as disabled and gifted children, and beginning, reluctant, and slow readers.
 5. There shall also be a collection of adult materials on children's literature and reading and child development.
 6. Computer Access
 - 6.1. Computer literacy on-reserve is significantly less than in communities with a higher socio-economic standard, or in areas where connectivity is more readily available. As such, Schreiber Public Library believes that children's time on computers is an important endeavor and welcomes the child user;
 - 6.2. No limit of content or knowledge is made on the computer system beyond downloadability limited by the Firewall of the server. As such, caregivers are encouraged to be aware of the websites, games, and relationships accessed when children are online;
 - 6.3. See also Technology Policy (OPS3).

SECTION V: Organization and Maintenance of the Children's Collection

1. Fiction Material
 - 1.1. There shall be a separation of Easy reading (Picture Books) and Juvenile materials;
 - 1.2. Both shall be ordered alphabetically by author;
 - 1.3. The spines of the books shall be marked by a JUV (Juvenile) and E (Easy reading);
 - 1.4. Materials may also be separated by language (English and French) and format (hardcover, paperback, storybooks on tape, etc.).
2. Non-Fiction Material
 - 2.1. This material shall be organized according to the Dewey Decimal Classification System (DDC).
3. All materials in the children's collection should be listed in the Library's automated catalogue.
4. To maintain a good collection, materials (particularly non-fiction) should be

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

examined regularly for currency and accuracy of information, and for physical condition. Outdated, tattered, and worn materials should be thrown out or set aside for the Library's Book Sale. Replacement copies of withdrawn but still relevant materials should be ordered.

5. The responsibility for removing outdated and damaged materials from the children's collection shall rest with the Chief Executive Officer (CEO). Each year, books which are older than three (3) years shall be weeded if in poor condition, is a duplicate, or has low circulation.

SECTION VI: Reference Services and Readers' Advisory

1. Library staff will receive training pertaining to reference requests and Readers' Advisory to better serve the needs of child patrons and their caregivers.
2. Reference service is a major responsibility of Library staff working with children. Staff should utilize the full range of collections, technology, and methods to answer all users' requests for advice on selecting books and for information, regardless of age, and without judgment, with confidentiality, and respect.
3. Library staff must be patient and receptive to the many questions asked by children.
4. Library staff should conduct reference interviews to help understand what each child wants and needs.
5. It is the responsibility of Library staff to point out the variety of resources available in the Library.
6. Although Library staff will offer additional time to child patron requests, caregivers are encouraged to assist their children in materials selection, computer access, and checking out of materials.
7. See also Reference and Information Services Policy (OPS4).

SECTION VII: Community Outreach

1. Library staff will participate in community outreach, including literacy nights, classroom visits, and participation in community events.
2. Strong outreach will include maintaining relationships and partnerships with community organizations, agencies, and local schools, such as EarlyOn, Read to Me and Babies Love Books.
3. Community outreach and partnerships with the schools of Schreiber is a key success tool. The information needs of school-aged children are influenced to a large extent by their school studies. Although the school Library holds the primary responsibility for the provision of curriculum-related support material, Schreiber Public Library shall endeavor to provide additional resources and assistance when called upon, and according to the Collection Development Plan. Cooperation and communication should exist between Library staff and school staff to ensure that the best interests of children are served.
4. The Library can best acquaint students, teachers, and school librarians with its resources and services by inviting classes to the Library for orientation visits.
5. Where time and staffing permit, visits to schools by Library staff will reinforce the Library's informational and recreational relevance to students.
6. Library staff should keep local schools informed of forthcoming child-oriented programs and events.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

SECTION VIII: School Curriculum Support

1. The Library's goal is to acquire a broad range of general information resources. It may occur that these materials meet the demands of school projects, but this is not the reason for their purchase. In view of the fact that the Library does not buy multiple copies of books for school projects, efforts are made to ensure that alternate sources such as pamphlet file material, materials on local history, and reference books are available.
2. The extent of help offered on school-related projects shall depend largely on the staff member's perception of the student's ability and willingness to use Library resources – a judgement gained through a reference interview. This does not normally include the research for school projects which is expected to be part of the learning process. However, Library staff will give necessary assistance required to enable students to find their own materials.

SECTION IX: Unattended Children

1. Unattended Children
 - 1.1. As a public building, the Library is a site where all members of the community and community guests may come for information and a comfortable setting. Library staff endeavors to maintain a secure site, but cannot be expected to observe each person within the building. Caregivers are ultimately responsible for the safety of their children;
 - 1.2. Children entering the building alone are welcome to use the facility providing they respect the rules of the Library, the other patrons, and the materials and equipment in the building;
 - 1.3. A child not in a program may be asked to leave the building at any time by Library staff. Those who are disrespectful when in a program may be removed from the program with a call to the caregiver to retrieve them;
 - 1.4. Caregivers should never drop off children without confirming the Library is open, as Library staff will not allow children to enter the building before or after hours;
 - 1.5. Children who require supervision should not be left unattended;
 - 1.6. During all school hours when schools are in session, no school age student may be in the building (unless accompanied by a parent/guardian or teacher);
 - 1.6.1. High school students under the age of majority who are on half day or work dismissal from secondary school must have a note which states their schedule, or that they have been released for the day from the proper school administrator;
 - 1.6.2. Any student who comes to the Library during school will be seen as truant;
 - 1.6.3. Library staff shall contact either the student's school or the police to notify the principal of his/her current location.
2. Library staff will be guided by this Policy in situations where:
 - 2.1. An unattended child is found frightened or crying in the Library;
 - 2.2. An unattended child is perceived to be endangering him/herself;
 - 2.3. Another person in the Library poses a perceived threat to the unattended child;
 - 2.4. An unattended child exhibits specific inappropriate behaviour;
 - 2.5. An unattended child is not met by a responsible caregiver at closing time;

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 2.6. A child is consistently left on his or her own in the Library for long periods of time.
3. Where a responsible adult cannot be contacted, Library staff shall:
 - 3.1. Not leave a child unattended at closing time;
 - 3.2. Not give the child a ride home;
 - 3.3. Contact local police;
 - 3.4. Remain with the child until the proper authorities can take the child into their protection.
4. The Library is governed by the terms in the Ontario *Child and Family Services Act*, R.S.O. 1990, c. C.11 (CFSA) with regards to supervision of children. The CFSA recognizes that each of us has a responsibility for the welfare of children. It clearly states that members of the public, including professionals who work with children, have an obligation to report promptly to *Children's Aid Society (CAS)* if they suspect that a child or youth under the age of sixteen (16) is or may be in need of protection.
 - 4.1. The duty to report applies to any child who is, or appears to be, under the age of sixteen (16) years. It also applies to children subject to a child protection order who are sixteen- (16) and seventeen- (17) years-old;
 - 4.2. When Library staff have reasonable grounds to suspect that a child is or may be in need of protection, they will advise the Chief Executive Officer (CEO) and together they will promptly report the suspicion and the information upon which it is based to the local CAS, as stated in the CFSA s.72 (1).

SECTION X: Children's Rules

1. Children are required to follow all rules of the Library. There are no rules of which they are exempt.
2. Rules of conduct in the Library:
 - 2.1. No food or drinks permitted in the Library, except for special events;
 - 2.2. Respect the right of others who use the Library. Behaviour which interferes with this right will not be tolerated. Examples include yelling, fighting, or roughhousing;
 - 2.3. All bags and knapsacks must be left at the front of the Library except where approved by Library staff;
 - 2.4. No animals are allowed in the Library except for working animals (e.g. seeing eye dogs);
 - 2.5. No use of inappropriate language (e.g. swearing).
3. Library staff will warn offenders of these rules ONCE. If behaviour continues, the person or persons in question will be asked to leave the Library. The parent or guardian will be contacted where possible by staff.
4. Questions from the public regarding the implementation of these rules shall be directed to the Chief Executive Officer (CEO).
5. See Guidelines for Proper Behaviour in the Library Policy (OP4).

SECTION XI: Supervised Use of Materials

1. A caregiver, by completing an application for Library membership, recognizes that a card will be issued to their child, and that the caregiver is responsible for the materials borrowed on the card.
2. A parent or guardian, by signing the application for Library membership, also accepts responsibility for any loss incurred through the use of that Library card. He or

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

she also accepts that the applicant will obey all rules and regulations of Schreiber Public Library.

3. All children shall have access to all materials in the system, with the exception of media (e.g. DVD, Video, Audio Book, eReader). If a caregiver wishes to limit their child's access to Library materials, they should make this known to the child. Library staff will not withhold circulating materials from any patron, regardless of age.
4. Protection and Care of Materials
 - 4.1. Schreiber Public Library materials are held for the use of the Schreiber community. As such, each parent, grandparent, or guardian authorizing a patron card for a child is responsible for the care of said materials;
 - 4.2. All materials should be returned undamaged;
 - 4.3. All materials should be returned on or prior to the due date, or fines may be assessed;
 - 4.4. Caregivers are welcome to use materials in-house for homework, quiet reading time, or to read aloud. These materials should also be cared for;
 - 4.5. Caregivers should never leave small children alone with any materials belonging to the Library. This is for the safety of the child and the materials.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS8	Title: <i>Young Adults' Services</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended:	Previously:
Related Policies	<ul style="list-style-type: none"> • OC1: Collections • OC4: Selection Criteria • OC7: Composition of the Collection • OPS1: Accessibility • OPS2: Programming • OPS4: Reference and Information Services • OPS7: Children's Services • OP4: Guidelines for Proper Behaviour in the Library
Associated Documents	<ul style="list-style-type: none"> • <i>Ontario Public Library Guidelines, 6th Edition</i> • <i>Accessibility for Ontarians with Disabilities Act, S.O. 2005, c. 11</i>
Implementation Procedures	<ul style="list-style-type: none"> • Appendix T1: Teens' Rights in the Public Library

The Schreiber Public Library Board strongly believes that a significant role of the Library is to provide services to young adults in order to enhance their love of reading, literacy skills, educational capacity, cultural appreciation, lifelong learning, and the fostering of a worth of the public Library within the next generation of community members. Schreiber Public Library endorses *Teens' Rights in the Public Library*, adopted at the Ontario Library Association Annual General Meeting in June 2010.

SECTION I: Groups to be Served

1. Young Adults
 - 1.1. Young adults (Teens) are defined as those fourteen (14) years and above, and usually enrolled in secondary school;
 - 1.2. Young adults are a crossover group who may use the children's, adults', or young adults' materials within the Library;
 - 1.3. Young adults are also identified as a special user group as their participation within the public Library system tends to drop-off between elementary school and adulthood.
2. Caregivers
 - 2.1. To a lesser extent than children's services, parents, grandparents, or guardians may be involved in the assistance of recreational time or research of their young adults within the Library.
3. School and Community Educators
 - 3.1. Teachers are the primary formal voice of educational services within a community. To assist these educators' curriculum, materials for young adults'

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- independent learning, out-of-class learning, and in-class learning (to a lesser degree), are maintained within the Library;
- 3.2. Community Educators are also looking for resources for the young adults with whom they work. These may include camp leaders, language programs, or tutorial services;
 - 3.3. Finally, the Library aims to have collections appropriate for any home-school family who may use the Library as a resource for both print and online materials.
4. Special Interest Groups
 - 4.1. There are a number of special interest groups who may require special formats and materials, including:
 - 4.1.1. Young adults with disabilities;
 - 4.1.2. Young adults doing remedial work;
 - 4.1.3. Ethnic groups;
 - 4.1.4. Literacy groups.
 5. Library Staff
 - 5.1. The Library staff themselves are users of young adults' materials as they provide programs and offer support to Library patrons.

SECTION II: Young Adults' Area

1. Young Adults' Area
 - 1.1. In the current facility, there is no designated Teen Zone. However, collections are available, and space for young adults to work together is available.
2. Plans for a Teen Zone are included in long-range planning for a new facility. This space will be young adult friendly, and offer a place for young adults to congregate, participate in group activities, and study.

SECTION III: Programming

1. Library programs are provided for young adults onsite throughout the year and off-site by request or by appointment (e.g. classroom visits). These programs are intended to foster literacy, provide recreation, foster lifelong love of reading, and promote the use of the collection.
2. Programming should be both recreational and educational. Educational programs such as homework support clubs, science fair support, computer workshops, or other curriculum and extra-curricular activities shall be a part of Library programming.
3. See also Programming Policy (OPS2).

SECTION IV: Resources

1. Young adults are entitled to:
 - 1.1. A separately purchased collection which is designed to meet their interests as they transition from children's collections to adult collections;
 - 1.2. A computer catalogue with author, title, and subject access;
 - 1.3. A balanced collection to serve a wide variety of users and special needs of the community;
 - 1.4. A collection that is up-to-date, in good condition, and generally attractive, and is organized for easy access and with young adults' capabilities in mind;

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

- 1.5. A collection that includes literature of the highest quality to satisfy the wants and needs of young adults and to develop their human potential.
2. Young Adults' Materials
 - 2.1. Materials for young adults shall be selected according to the Library's Collection Development Plan;
 - 2.2. Young adults' materials will be identified on the spine with a YA (Young Adult) and in the Library's automated catalogue;
 - 2.3. Specific content to be included within the young adults' collection are:
 - 2.3.1. Young Adult/Teen Fiction;
 - 2.3.2. Non-Fiction (Personal interest and curriculum support);
 - 2.3.3. Standard Reference Works;
 - 2.3.4. Biography;
 - 2.3.5. Audio-Visual Materials, and the equipment to use these in the Library.
3. In addition to the Collection Development Plan (relevant to young adults' materials), an emphasis shall be made on purchasing award-winning young adult titles and supporting local programs.
4. Computer Access
 - 4.1. Computer literacy on-reserve is significantly less than in communities with a higher socio-economic standard or in areas where connectivity is more readily available. As such, Schreiber Public Library believes that young adults' time on computers is an important endeavor and welcomes the young adult user;
 - 4.2. No limit of content or knowledge is made on the computer system beyond downloadability limited by the Firewall of the server. As such, caregivers are encouraged to be aware of the sites, games, and relationships accessed when children and young adults are online;
 - 4.3. See also Technology Policy (OPS3).

SECTION V: Reference Services and Readers' Advisory

1. Library staff will receive training pertaining to reference requests and Readers' Advisory to better serve the needs of young adult patrons and their caregivers.
2. Staff will receive training pertaining to online resources which are of high interest to young adults.
3. See also Reference and Information Services Policy (OPS4).

SECTION VI: School Curriculum Support

3. The Library's goal is to acquire a broad range of general information resources. It may occur that these materials meet the demands of school projects, but this is not the reason for their purchase. In view of the fact that the Library does not buy multiple copies of books for school projects, efforts are made to ensure that alternate sources such as pamphlet file material, materials on local history, and reference books are available.
4. The extent of help offered on school-related projects shall depend largely on the staff member's perception of the student's ability and willingness to use Library resources – a judgement gained through a reference interview. This does not normally include the research for school projects which is expected to be part of the learning process.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

However, Library staff will give necessary assistance required to enable students to find their own materials.

SECTION VII: Use and Selection

1. Responsibility for the reading activities of young adults rests with their parents or legal guardians.
2. Selection of materials for the adult collection shall not be restricted by the possibility that young adults may obtain materials that their parents consider inappropriate.
3. The Schreiber Public Library Board believes in the freedom of the individual and in the right and obligation of parents to develop, interpret, and enforce their own code of acceptable conduct within their own household.

SECTION VIII: Young Adults' Rules

1. Young adults are required to follow all rules of the Library. There are no rules of which they are exempt.
2. See Guidelines for Proper Behaviour in the Library Policy (OP4).
3. During all school hours when schools are in session, no school age student may be in the building (unless accompanied by a parent/guardian or teacher);
 - 3.1. High school students under the age of majority who are on half day or work dismissal from secondary school must have a note which states their schedule, or that they have been released for the day from the proper school administrator;
 - 3.2. Any student who comes to the Library during school will be seen as truant;
 - 3.3. Library staff shall contact either the student's school or the police to notify the principal of his/her current location.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS9	Title: Outreach Services
Type: Operational: Patron Services	Authority: CEO
Originated: 11-06-10	Review: Biennial (Even Years)
Amended:	Previously: 01-07 11-06-10
Related Policies	<ul style="list-style-type: none">• OPS7: Children's Services
Associated Documents	<ul style="list-style-type: none">•
Implementation Procedures	<ul style="list-style-type: none">•

1. Outreach services are available through Schreiber Public Library to the home-bound in the Township of Schreiber. Volunteers select, deliver, and pick-up Library materials.
2. Schreiber Public Library will also endeavor to serve those members of the community who live at Collingwood Court through a regular visiting Library service.
3. Inquiries should be made through Library staff at the Circulation Desk regarding outreach services.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS10	Title: <i>Proctoring of Examinations</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 12-12-12	Review: Biennial (Even Years)
Amended: 09-20-18	Previously:
Related Policies	•
Associated Documents	•
Implementation Procedures	•

Schreiber Public Library values and supports lifelong learning and wishes to assist students learning through distance education by providing a proctoring service. This Policy outlines the conditions under which proctoring will be facilitated at the Library.

1. This service is available during regular Library hours and is subject to availability of Library staff. The Library reserves the right to refuse to proctor exams where it would interfere with normal Library operations.
2. Proctoring requests must be received at least one (1) week prior to the exam date. The Library will receive, secure, administer, and return exams, but cannot provide direct supervision of students. The Library does its best to provide a quiet place for the exam to be written, but this is subject to availability of space.
3. Any Library staff may proctor an exam; however, this may be limited by the approved occupations or qualifications (e.g. Masters level Librarian or Library Technician) specified by the educational institution or company issuing the exam. If the service is requested, any payment will be accepted by the CEO.
4. It is the student's responsibility to ensure that the service provided by the Library meets the requirements of the institution/company and/or instructor, and to ensure that exams are received by the Library in time for the scheduled appointment.
5. There is no fee for this service; however, students are requested to make a tax-deductible donation to Schreiber Public Library for each proctored exam, and are expected to pay any costs not covered by the institution/company (e.g. postage or courier fees). No costs are to be incurred by the Library in providing this service.
6. Exams may be taken online using a Library supplied computer or the student's personal laptop with approval from the institution/company. No programs may be installed on the Library's computers, and Library staff cannot troubleshoot login and authentication problems. The Library is not responsible for any unforeseen interruptions of the test due to loss of power or Internet connection.

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

No: OPS11	Title: <i>Social Media</i>
Type: Operational: Patron Services	Authority: CEO
Originated: 10-10-13	Review: Biennial (Even Years)
Amended: 09-20-18	Previously:
Related Policies	<ul style="list-style-type: none">• FS3: Statement of Values• OPS3: Technology
Associated Documents	<ul style="list-style-type: none">•
Implementation Procedures	<ul style="list-style-type: none">• Appendix U: OLA Intellectual Freedom

This Policy governs Schreiber Public Library staff and patron use of social media tools for Library purposes.

Some social media sites Schreiber Public Library participates in include Facebook, Flickr, Pinterest, Tumblr, Twitter, Snapchat, Instagram and YouTube.

SECTION I: Social Media Commitment Statement

1. Schreiber Public Library is committed to using social media technology to provide a venue for shared information resources with patrons and partners, and providing a system for meaningful communications between patrons, partners, and Library staff.
2. Library staff will strive to create a social media presence that is consistent with the Library's values (See FS3) and Intellectual Freedom.
3. Schreiber Public Library promotes the free exchange of ideas while protecting personal information and rights.

SECTION II: Objectives

1. Objectives of Schreiber Public Library's social media presence include:
 - 1.1. Extending the reach of the Library's online message, thereby improving relationships with Library patrons, potential patrons, and key decision-makers;
 - 1.2. Providing simple methods for Library patrons to provide feedback and seek assistance;
 - 1.3. Providing wide-ranging entry points to Library services and the Library collection;
 - 1.4. Providing innovative leadership and credibility, enhancing Schreiber Public Library's reputation online;
 - 1.5. Demonstrating the Library's commitment to and understanding of emerging media and technology;
 - 1.6. Providing opportunities to train Library staff in the use of social media.

SECTION III: Content

1. Social media sites provide a forum for promoting the free exchange of ideas which Schreiber Public Library will encourage. However, content that contravenes the

SCHREIBER PUBLIC LIBRARY POLICY MANUAL

Library's Foundational Statements, Policies, or otherwise violates privacy or other legislation will be removed.

2. Violations may result in restrictions on future posting to Schreiber Public Library social media sites.
3. Schreiber Public Library reserves the right to edit or modify submissions when reposting or providing comment.
4. The Library is not responsible for the reliability of content provided via links that are posted to the Library's social media sites.
5. Being followed by Schreiber Public Library on any social media platform or having messages or content created by other parties shared on Schreiber Public Library social media does not imply endorsement.

SECTION IV: Participation

1. Schreiber Public Library welcomes feedback and ideas from all patrons and will endeavour to join the conversation where possible.
2. Library staff will read all messages and comments to ensure that emerging themes or helpful suggestions are passed to the relevant staff members; however, the Library will not be able to reply individually to all messages received via social media.
3. Patrons are reminded to protect their privacy when participating in online public forums.