



Policy No: 2.1 INTELLECTUAL FREEDOM

Type: General Administration

Originated: October 15, 1998

Reviewed: November 29, 2019

Amended: December 12, 2019

Related Policies: 4.12 Social Media

Authority:

Policy Statement:

The Thunder Bay Public Library (TBPL) recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

TBPL supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, TBPL affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

TBPL affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

TBPL holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.

Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.



Policy No: 2.2 Public Internet Access & Digital Device Use

Type: General Administration

Originated: April 8, 2004

Reviewed: January 15, 2021

Amended: March 11, 2021

Related Policies:

Purpose

In order to provide public Internet access, the Thunder Bay Public Library Board has adopted a Public Internet Access and Digital Device Use Policy.

It is the intent of the Thunder Bay Public Library Board to provide public access to the Internet and other electronic resources in fulfilment of the Library's vision, purpose and values.

The Thunder Bay Public Library will contribute to the educational, recreational and economic growth of the City of Thunder Bay and will provide its citizens with the ability to use information in current and developing formats. The library also fulfils its traditional role of providing equal access throughout the community.

Policy

- a) The Thunder Bay Public Library has no control over the information accessed through the Internet, and cannot be held responsible for its content. Not all Internet sources provide accurate, complete, age appropriate or current information. It is the user's responsibility to question the validity of any information.
- b) Parents may find some of the material on the Internet objectionable. As with other library materials, parents are expected to provide guidance in its use. Any restriction of a child's access to the Internet is the responsibility of the parent / legal guardian.
- c) The Thunder Bay Public Library recognizes the concerns that parents have about potential harm to their children when they are exposed to pornographic, criminal, or hate material on the Internet.

Responsible Use

All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner which includes:

- a. making only authorized copies of copyrighted or licensed software or data
- b. taking responsibility for all financial transactions they perform on the Internet e.g. on-line banking, shopping, stock trading, etc.
- c. returning all loaned digital devices on time and in good condition
- d. respecting in-Library workstation time limits

The Library assumes no responsibility for lost data or financial transactions which may occur during system down times, scheduled or unscheduled.

Violations

The Library's users are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the *Criminal Code* regarding obscenity, child pornography, sedition and the incitement of hate. Use of the Library's Internet services or digital devices for a purpose or action that is, or the Library reasonably believes to be, contrary to the law or any of the Library's Rules of Conduct or policies is prohibited.

Violations may include the following:

- a) using the Internet to access, display, download, upload, forward or e-mail material with pornographic, criminal, or hate literature content (as defined by the Criminal Code of Canada - Section 163)
- b) subverting or attempting to subvert any security devices in either software or hardware format which the library has installed on its Internet workstations or digital devices
- c) installing or attempting to install viruses or other programs designed to damage or alter software on the workstations, digital devices, the LAN (Local Area Network) or the Internet, or seeking unauthorized access to any computer system.
- d) using email to send unsolicited commercial material, spam or mail bombing
- e) misrepresenting oneself as another user.
- f) attempting to modify workstations or digital devices in any manner or attempting to gain access to files, passwords or data belonging to others
- g) attempting to modify, vandalize or steal Library property

Violations including, but not limited to, the above may result in the following:

- a. the Library reserves the right to request that patrons discontinue use of the Internet workstations
- b. patrons in violation of the library's Internet use policies will have their Internet privileges and/or participation in digital device lending programs revoked and/or may be banned from using the Library.

- c. patrons using the library's Internet service, workstations, or digital devices for illegal purposes will be subject to prosecution.

Children's Internet Stations

The Thunder Bay Public Library recognizes that children should have equal access to all information and services of the Library, including the Internet, which offers a world of informational resources. However, the Thunder Bay Public Library does not act in place of or in the absence of a parent. Parents or guardians are responsible for monitoring their children's Internet use.



No: 2.3 Confidentiality of Records

Type: General Administration

Originated: October 15, 1998

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

To assure the confidentiality of the records of library users, the Thunder Bay Public Library will not use personal information about library members or records of their library transactions without their permission except as necessary to Board employees in the normal operation of the library or as required by due process of law.

The Thunder Bay Public Library will observe confidentiality requirements of the Freedom of Information and Protection of Privacy Act (FIPPA), Municipal Freedom of Information and Protection of Privacy Act (MIPPA) and the Public Libraries Act.

Policy

All library records concerning individual library member information, individual library transactions, and library employee personnel records and information about Library reference inquiries are confidential.

Individually identifiable personal information contained in computerized databases, whether maintained centrally or by departments or other units, is afforded the same confidential treatment that applies to written records.

The above information may only be released for purposes other than library purposes on presentation of a court order, in accordance with written procedures authorized by the Chief Librarian/CEO or, with the written permission of the person involved.

This policy does not cover disclosures of information which are made on the basis of personal knowledge or recollection of events which do not concern the above.

Members of the library staff may have access to their personnel records during regular business hours upon sufficient notice or as specified in their contracts of employment.

A person may, during ordinary business hours inspect any records, books, accounts and documents in the possession or control of the Board's secretary, except, as above.



Policy No: 2.4 Conflict of Interest

Type: General Administration

Originated: January 29, 1999

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies: MUNICIPAL ACT S270(2)

Purpose

In order to ensure public confidence and respect for the Library, the Thunder Bay Public Library Board and all staff volunteers and sponsors recognize their responsibilities to the people, and therefore honesty, integrity, loyalty, justice, and courtesy shall form the basis of the ethical conduct of a Board member or an employee of the Board.

As well as conforming to all relevant provincial legislation governing conflict of interest, Library Board members and staff shall declare interest, or potential interest, whenever a potential or perceived conflict of interest situation arises that could affect them or members of their immediate families. While members may be present for discussion of such items, they shall not participate in these discussions or vote on related motions.



Policy No: 2.5 Board Attendance at Conferences

Type: General Administration

Originated: March 11, 2002

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies: Thunder Bay Public Library Board Policy 3.7.1

Purpose

All Board members will be encouraged to support the aims and objectives of the Ontario Library Association (OLA), Ontario Library Services - North (OLS-N, Dederation of Public Libraries (FOPL)) and other pertinent organizations. Dependent on the Library's budget, the Board may send up to two Board members to the annual conferences each year. All conflicts as to choice will be settled by secret ballot.

OLA Super Conference takes place in Toronto at the end of January.

OLS-N Conference, takes place in Sudbury in September.

Pre-conference activities are not covered by Board expense.

Board members are expected to attend the annual meetings(OLBA, FOPL, CLTA,) of these associations, if attending the conference.

A conference report must be submitted by the conference attendee at the next Board Meeting.

Policy No: 2.6 Patron Code of Conduct



**Thunder Bay
Public Library**

Type: General Administration

Amended: February 18, 2022

Supersedes: September 10, 2020

Originated: October 15, 1998

Purpose

The Thunder Bay Public Library (TBPL) provides the surrounding community with a wide range of library services that are equitable, accessible and provided in a welcoming environment. This policy has been established to promote and prioritize the safety of the staff and public and to maintain the safety and security of Library property.

This policy is and will be applied in a fair, dignified and asset-based manner. Patrons must use the Library in a safe manner and in accordance with the Customer Bill of Rights, City of Thunder Bay by-laws and provincial and federal statutes.

The TBPL strives to maintain a respectful environment for the benefit of the community and staff.

Scope

This policy applies to all patrons accessing library services in person and/or virtually.

Policy Statement

It is the policy of the TBPL to provide access to library services that upholds health and safety of patrons and staff. This policy outlines the behaviour and conduct that the TBPL expects patrons to adhere to when accessing the use of the community resources available through the library.

The following is the set of rules that all patrons are expected to adhere to:

CODE OF CONDUCT ON LIBRARY PROPERTY

CONSUMPTION OR POSSESSION OF ALCOHOL OR DRUGS IS NOT PERMITTED ON LIBRARY PROPERTY. USE OF ALCOHOL AND DRUGS INCLUDES POSSESSION AND BEING UNDER THE INFLUENCE.

The following is the set of expectations that all patrons are expected to adhere to when accessing Library service in person and/or virtually. Library patrons are expected to show consideration for the rights of other patrons and TBPL staff and should conduct themselves in a manner which does not impede the space, wellness, or rights of others.

1. All patrons must conduct a COVID19 self screen before entering the Library and refrain from entering the library when experiencing symptoms related to COVID19, like a cold, cough, or flu. Guidance for this is posted at all TBPL entrances.
2. Patrons must: respect physical distancing guidelines; follow local public health guidelines around hand hygiene, mask wearing, and other personal protection equipment, as well as TBPL staff instruction/reminder to comply; and lastly, comply with all posted signage and floor markings.
3. Damage, vandalism, misuse, or theft of Library materials, equipment, computers, networks, or property is prohibited.
4. Verbal abuse including threats, profanity, rude or inappropriate language, attempts to goad or incite anger in others, harassment, or discrimination is prohibited.
5. Any act that may be considered to be racist, sexist, homophobic, ableist, ageist and/or otherwise discriminatory is prohibited.
6. Physical abuse including aggressive or intimidating approaches to another individual, throwing articles in a deliberate or aggressive manner, physical striking of another individual is prohibited.
7. Weapons, including anything designed or used for inflicting bodily harm or physical damage, are not permitted on Library property.
8. Those under the influence of alcohol, drugs or other non-prescribed behaviour/mind altering substances are not permitted on Library property.
9. Smoking/vaping is not permitted in Library buildings, nor within three meters of any entrance.
10. Children under the age of 10 must be supervised by a parent/guardian/custodian responsible for their safety and supervision, as per the Children and Family Services Act.
11. Library materials may not be taken into washrooms.
12. Animals, except those that qualify under the AODA to assist those with a disability, are not permitted within the library.
13. Soliciting or sale of personal items or service on Library property must not be conducted without prior approval of Library Management.
14. Use of sports equipment is not allowed on Library property.

15. Appropriate attire must be worn within the Library at all times, including but not limited to proper footwear and clothing items suitable to be worn in public space.
16. TBPL is responsible for securing all library resources and safeguarding the equipment against theft or misuse. Therefore, you may be questioned about the possibility of library materials on your person if the security detector alarms or if suspected of possession of library resources, you may be asked to present your bag, briefcase, purse, or backpack for inspection. You also retain the right to refuse the search. This process is to ensure that all library materials are signed out and accounted for through our database tracking system.
17. Members of the public must use only authorized entrances and exits of the Library and may not enter non-public areas of the Library without the prior knowledge of Library staff.
18. Members of the public must not block public entrances and exits as per fire regulations.

Imposing Library Restrictions Due to Rule Violation

These expectations are in place to keep patrons and library staff safe. If found to be in violation of these expectations you will be asked to leave the Library space and property. Disregarding these rules will result in varying and escalating disciplinary mechanisms including but not limited to: limits on library use, suspension from services, cost recovery charges, possible prosecution, and/or extended suspension from the Library.

Our goal at TBPL is to provide outstanding service to our patrons while also supporting staff, and keeping our community safe. By respecting these expectations we can all strive to create a better, safer, and more accessible Library space for the community and families in Thunder Bay.

Each situation will be assessed and consequences will depend on but not be limited to the following:

- Public safety
- Type of violation
- Number of violations
- Mitigating circumstances

Review of Restrictions

When any restrictions greater than one (1) month are put in place, a review date will be set. The status of a patron will be reviewed by the relevant Community Hub Librarian. The patron (where possible) will be informed of the outcome of the review. Where the relevant Community Hub Librarian, in consultation with the Director feels the restrictions should continue, the patron will be notified of the reason(s) and given another date for review. If the relevant Community Hub Librarian and Director decide repatriation is appropriate, the patron will be required to commit to a repatriation agreement to re-enter the library space.

Policy Review

The policy is reviewed on periodically or on a needs-based timeline using a consultative process and based on the TBPL Policy Review Matrix.



Type: General Administration

Amended: October 14, 2021

Supersedes: September 10, 2020

Originated: October 15, 1998

Related Policies: 2.6 Patron Code of Conduct

Dealing with the violation

****If there is an immediate danger, you are to call 911 immediately.**

Employee

1. If you believe that a rule has been violated and/or there is a situation requiring de-escalation, you are to address the situation together with a supervisor or co-worker who is in the area with you. If immediate danger is not present or expected to be present, you and your support (supervisor or co-worker) may attempt to de-escalate the situation. Do not put yourself in danger by approaching the individual or group alone. If it is a group, ensure that other co-workers are in the know of what is occurring so that you have further support if needed. You may also contact security if applicable. Refer to the attached guidelines in Appendix A for guidance.
2. Consult the attached chart (appendix A) with the supervisor or co-worker involved and determine which infraction to issue to the patron(s). Issue suspension as per guideline in Appendix A.
3. Complete the Patron Incident Report Form.
4. If applicable, provide any supporting materials to the CHL(s) of the specific branch by email or hand delivered hardcopy. Further advising the CHL(s) of the particular branch of the steps that have been taken to resolve the issue, including as appropriate:
 - i. The suspension issued.
 - ii. The length of time that staff have been in contact with the patron, history of the interactions (where appropriate) and the amount of correspondence that has been exchanged with the patron;
 - iii. The nature of the patron's behavior.
 - iv. Amount of time that has been consumed and the impact.

Community Hub Librarian

The CHL is responsible for reviewing the information provided by staff in a timely manner and confirm that the appropriate action was taken. CHL may want to contact other CHLs to consult with to determine the appropriate action. If further consultation is required, the CHL may contact a Director to discuss. If necessary, the CHL may decide to meet with affected staff to debrief the situation after the conclusion of the incident.

In extenuating circumstances, the CHL may decide to override the decision made by staff in the case of new information becoming available after the fact.

The CHL will ensure that relevant staff are aware of and trained on this policy and any accompanying guidelines and protocols.

Review of Restrictions

When any restrictions that are in excess of one (1) month are put in place, a review date will be set. This will be based on the circumstances of the case. The status of a patron will be reviewed by the relevant Community Hub Librarian. The patron (where possible) will be informed of the outcome of the review. Where the relevant Community Hub Librarian, in consultation with the Director feels the restrictions should continue, the patron will be notified of the reason(s) and given another date for review.

Review

The Director of Resources in collaboration with the Community Hub Manager – Human Resources will review this policy and related procedures on an annual basis, or as required, and will make adjustments as necessary to ensure that it continues to meet the needs of all stakeholders.

Appendix A

Violation Guidelines:

Offence	1st Offence	2nd Offence	3rd Offence
Noisy/Disruptive behavior (ex: swearing/talking loudly)	Current Day	1 week	1 month
Any act of discrimination (racism, sexist, homophobic, ageist, etc.)	1 month	2 months	Banned – one year
Defiantly failing to adhere to health and safety policies (e.g. not wearing a mask)	1 month	2 months	Banned – one year
Booking violation	Warning/Policy Explanation	Current Day	1 week
Under the influence of alcohol/drugs - Intoxicated/drugged	1 week	1 month	3 months
Open consumption of alcohol or vaping/smoking in the library	1 month	2 months	Banned – one year
Damage to or attempted theft of Library property	1 week	1 month	Banned – one year
Verbally abusive to public/staff (including ongoing harassment)	3 months	Banned	
Verbal or physical threats to public/staff	Banned for one year		
Physical contact (including spitting) during threats to public/staff (physical violence)	Banned for one year		
Possession or use of weapon(s)	Banned for one year		
Violation of a temporary suspension	Doubling of original suspension		Banned – one year

Appendix B

Behaviour Violation Flowchart





Policy No: 2.7 Posting of Information in Library

Type: General Administration

Originated: October 15, 1998

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

Posters of a non-commercial nature and community information-orientated may be posted on the designated Community bulletin boards in the Library upon approval of the Adult Services Librarian or designate.

Faxed or handwritten posters will not be accepted

No posters are to be posted or circulated in the Thunder Bay Public Library without the approval of the CL/CEO or designate



Policy No: 2.8 Staff Use of Library Meeting Rooms

TYPE: General Administration

Originated: October 15, 1998

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

It is the Policy of the Board not to allow meetings after the regularly scheduled work hours without the permission of the Chief Librarian/CEO or designate.



Policy No: 2.9 SELLING

Type: General Administration

Amended: May 9, 2024

Supersedes: September 10, 2020

Originated: October 15, 1998

Related Policies:

PURPOSE

To outline the policy for selling goods or services in Thunder Bay Public Library Facilities.

SCOPE

This Policy applies to any current employee and/or potential employee, volunteer, or third-party organization.

POLICY

The selling or soliciting of goods or services in the Thunder Bay Public Library facilities will primarily be for the Library's own fundraising purposes or, as in the case of The Friends of the Thunder Bay Public Library, by a third party where a portion of the proceeds are donated to the Library.

A request to sell goods or services by a third party shall be approved by the CEO or designate.



Policy No: 2.10 Retention/Disposal of Records

Type: General Administration

Originated: October 21, 1999

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

In order to preserve the records of the Thunder Bay Public Library, the Thunder Bay Public Library Board will comply with Revenue Canada legislation under the Books and Records Retention / Destruction Information Circular.

Procedure

A list of records with their retention schedule will be developed, and the process will be reviewed annually by Finance committee



Policy No: 2.11 Environmental Policy

Type: General Administration

Originated: April 13, 2006

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

In an effort to promote a healthier community, the Thunder Bay Public Library is committed to improving environmental management throughout the organization. Thunder Bay Public Library will manage its operations in a manner protective of the environment.

The Thunder Bay Public Library will constantly seek new and innovative ways to meet its environmental goals through conservation, reduction, reuse, and recycling programs, and through partnering with others in the community to protect the environment.

To monitor the implementation of this Policy, an annual Environmental Progress Report, with contributions from each department, will be prepared by Management and presented to the Thunder Bay Public Library Board at a Board Meeting.



Policy No: 2.12 Deputation to the Board

Type: General Administration

Originated: June 14, 2007

Reviewed: February 18, 2015

Amended: March 12, 2015

Related Policies:

Purpose

A person or organization wishing to appear as a deputation shall satisfy the provisions set out below:

- a. A deputation wishing to appear before the Board shall submit a written request, together with written copies of their submission, to the Board Chair c/o Executive Assistant two weeks prior to a scheduled meeting of the Board. The request must stipulate the subject matter upon which the deputation wishes to speak.
- b. The Executive Assistant shall notify a representative of the deputation, at a time reasonably in advance, of the date, time and place of the presentation.
- c. Deputations will be scheduled at the beginning of the public portion of the meeting. Each deputation shall be limited to a maximum time of ten minutes to make a presentation unless otherwise determined by the Chair.
- d. If the deputation is unable to meet the time requirements for notification but wishes to address the Board, the two-week notice may be waived at the discretion of the Chair.

DEPUTATION INFORMATION SHEET

DEPUTATION REQUEST – PROCESS

Deputations are heard by the Library Board at its regularly scheduled meetings.

1. **Prior to requesting a deputation, you are encouraged to contact the Chief Librarian/CEO to try to resolve the issue.**
2. Deputations are limited to a maximum of 10 minutes.
3. Requests must be received in writing, directed to the Board Chair c/o Executive Assistant, no later than 4:00 p.m. on the 14th day immediately preceding a regular Board meeting.

Requests must be delivered or mailed to the attention of Secretary/Treasurer, Thunder Bay Public Library, 285 Red River Road, Thunder Bay, ON P7B 1A9.

Please include the following in your letter to the Secretary/Treasurer: Name, address, telephone number, fax number and e-mail address if available. Please also include the full names of any other persons appearing with you.

A written statement or brief indicating the subject matter and the outcomes sought from the Board.

An outline of your presentation should be submitted on white paper (8 ½ x 11) and legibly written or printed.

Your correspondence must be signed by at least one person. Original correspondence and signatures are required.

4. Upon receipt of a deputation request, the Executive Assistant to the Secretary/Treasurer will schedule the deputation. If the information is incomplete, you will be tentatively scheduled pending receipt of the additional information required to confirm the deputation. If this is not received, you will NOT be scheduled as a deputation.

Notification confirming when a deputation has been scheduled or in the alternative, a letter requesting information required in order to confirm your attendance.

Deputations will be placed at the beginning of the Public portion of the meeting.

NOTE: The material you provide may be appended to the Board Agenda and may be posted on the Library's website.

Policy No: 2.13 Accessibility for Ontarians with Disabilities



Type: General Administration

Originated: May 14, 2009

Supercedes: February 18, 2015

Amended: September 14, 2023

PURPOSE

The purpose of this policy is to recognize the Thunder Bay Public Library's obligation to facilitate the implementation of the Accessibility for Ontarians with Disabilities Act 2005 (AODA), and all regulations pursuant to the Act

POLICY STATEMENT

It is the policy of The Thunder Bay Public Library that citizens with disabilities achieve accessibility to facilities, the provision of goods and services by the Library to all persons consistent with the principles of independence, dignity, integration and equality of opportunity as set out in the regulations of the Accessibility for Ontarians with Disabilities Act 2005.

IMPLEMENTATION

Guide Dogs/Service Animals

If a person with a disability is accompanied by a guide dog or other service animal, the Library will permit the person to enter the premises with the animal and keep it with him or her, unless the animal is otherwise excluded by law from the premises. If the service animal or guide dog is excluded by law from the premises, the Library will look to other available measures to enable the person with a disability to obtain, use or benefit from the Library's goods and services.

Support Persons

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. The Library may require a person with a disability to be accompanied by a support person while on its premises, but only if a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

Feedback Process

The Library will have a mechanism to allow the public to provide feedback on the accessibility of the provision of goods and services.

Assistive Devices

If a person with a disability requires assistive devices to access goods or services of the Library, they are allowed to use such devices.

Training

The Library will provide training, to its staff and volunteers, about the provision of its goods and services to persons with disabilities. All Library employees and volunteers, who deal with the public or other third parties, and those involved in developing customer service policies, practices, and procedures, will receive Accessibility Awareness Training as soon as practicable after beginning their employment. The Library will also provide ongoing training with respect to changes in its policies, practices, and procedures to those individuals who require such training as soon as practicable. The Library will keep records of the training provided.

Agents and contractors of the Thunder Bay Public Library who deal with the public during their work for the Library will provide proof of 'Accessibility Awareness' training (as part of their contractual agreement with the Library) prior to their work for the Library. If the agent or contractor is required to meet the requirements of Regulation 429/07 on or after January 1, 2012 the Library may, at its discretion, provide the necessary training prior to January 1, 2012. If the agent or contractor is not required to meet the requirements of Regulation 429/07, the Library may, at its discretion, provide the necessary training. A record of all training must be sent to Human Resources.

Operational Procedures

Feedback Mechanism

The public can provide feedback on the accessibility of the provision of goods and services by the Library:

- (a) by mail addressed to: Director of Communities
- (b) by phone: @ 684-6813
- (c) in person at Waverley Resource Library, 285 Red River Road
- (d) or by email at: comments@tbpl.ca

Feedback will be responded to within two weeks of its receipt by the Library.

Assistive Devices

The Library provides assistive devices at some of its facilities. Information about these devices is available on the Library's website.

Disruption of Services

If there is a temporary disruption in a particular facility or service used to allow a person with a disability to access goods or services, the Library will give notice of the disruption to the public by posting the reason for the disruption, the anticipated duration of the disruption, and alternative facilities or services that may be available. This posting will be in a conspicuous place on the premises of the Library, or by other reasonable methods in the circumstances. If the disruption is anticipated, the Library will provide a reasonable amount of advance notice of the disruption. If the disruption is unexpected, notice will be provided as soon as possible.

Accessibility Plan

The Accessibility Plan will be maintained accordingly and posted publicly on the TBPL's website.

Training

Human Resources will keep records of the training provided including the dates on which the training is provided and the number of persons trained.

Accessibility Awareness Training will include the following:

- a. How to provide goods and services in a manner that respects the dignity and independence of persons with disabilities.
- b. How to interact and communicate with persons in a manner that takes into account their disabilities.
- c. The process for people to provide feedback to the Library about its provision of goods and services to persons with disabilities, and how the Library responds to the feedback and takes action on any complaint; How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, service animal or a support person to access goods and services.
- d. Information on other Library policies, practices, and procedures dealing with the AODA.
- e. A review of the purposes of the AODA and the requirements of the customer service standard.
- f. How to use equipment or devices available on Library premises or provided by the Library that may help with the provision of goods and services.
- g. What to do if a person with a disability is having difficulty accessing the Library's goods and services.

Policy No: 2.14 Smudging Policy



Type: General Administration

Originated: April 19, 2017

Reviewed: May 11, 2017

Amended: May 11, 2017

Related Policies: **City of Thunder Bay By-law 34-2004** Prohibits the Smoking of Tobacco in Public Places and in Work Places, in the City of Thunder Bay, In the District of Thunder Bay. Passed March 9, 2004

The Ontario *Human Rights Code*, Canadian *Human Rights Act*, Canadian *Constitution*, *Charter of Rights and Freedoms* and *United Nations Declaration of the Rights of Indigenous Peoples* include legal protections for the fundamental right of Indigenous peoples to freely practice their religious and spiritual traditions, and to be treated equally and with dignity.

Purpose

Thunder Bay Public Library recognizes and supports the practice of traditional smudging ceremonies. We acknowledge our duty to accommodate the needs of Indigenous cultural practices while we promote diversity and social inclusion in our community. Smudging is a tradition, common to many First Nations, which involves the burning of one or more medicines gathered from the earth. The four sacred medicines used in First Nations' ceremonies are tobacco, sage, cedar and sweet grass. The most common medicines used in a smudge are sweet grass, sage and cedar.

Policy

Smudging may be done indoors or outdoors for events organized by Library staff (such as cultural celebrations, meetings, or sharing circles) and held at locations owned by the Thunder Bay Public Library or the City of Thunder Bay. Smudging must use the minimal amount of the sacred plants in order to satisfy ceremonial requirements, while minimizing potential impact on the health and well being of library staff and library users.

External groups may request that a smudging ceremony accompany their library meeting space booking by calling the Director of Communities at 807-684-6813 or emailing comments@tbpl.ca. Requests must be made one week in advance of the event date.

There is a designated smudging area within each branch owned by the Library or by the City of Thunder Bay. Signage will be posted at least 48 hours before a smudge to alert staff and the public that a smudge will be taking place. Signage will include the date, time and place of the smudging and a contact number.

The responsibility for the safe and appropriate use of the sacred medicines rests with the staff member organizing the event and the elder or spiritual leader who is undertaking the smudge. Participating in a smudge is always voluntary, as respect for all is the guiding principle in any Aboriginal tradition.

Management approved procedures for safe smudging will be followed at all times.

**Policy No: 2.15 RESPECTING DIVERSITY, INCLUSION,
SOCIAL AND ECONOMIC CONDITION**



Type: General Administration
Originated: September 13, 2017
Reviewed: November 1, 2019.
Amended: November 14, 2019

Related Documents: Ontario Human Rights Code

Discrimination and /or harassment will not be tolerated under any circumstances. This policy is intended to prevent such conduct and to ensure the dignity and safety of the public and the staff and, to maintain the security of Library property without disruption to Library services.

Purpose/Policy Statement:

The Thunder Bay Public Library (TBPL) provides free and equal access to services for all persons in order to meet the changing needs of the community of Thunder Bay. The Library preserves and promotes universal access to a broad range of knowledge, experience, information and ideas in a welcoming and supportive environment. Everyone has the right to equal treatment with respect to access and use of the Library's services and facilities without discrimination and harassment relating to poverty, and to acknowledge the systemic disadvantage which social condition and poverty or "social condition" can bring. Social condition is broader than the more limited protections relating to source of income or receipt of public assistance, in that it addresses socio-economic status which can be based on not just the source and level of income but also on occupation, income, education and family background. It would also have the potential to apply across social areas. This can include homelessness, poverty, inadequate access to education and health care.

TBPL is working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices, and promotion of barrier removal such as fees,/ overdue charges.
- Creating and maintaining an environment of diversity, inclusion and respect both in our Library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice by promoting the publication, purchase and ready accessibility of print/ non-print materials that focus on poverty and engage people in a respectful, practical way.

- Serving as a convener and facilitator of conversations and partnerships to address community challenges working to establish pro-active library programs in support of community members who are experiencing poverty that reach beyond traditional service sites.
- Being forthright on issues that are important to our communities by promoting increased public awareness through programs, displays, bibliographies related to the Library's responsibility in addressing economic barriers to service.
- Recognizing each individual's unique abilities and capacity to engage in society, striving towards creative solutions to address barriers for marginalized individuals to support successful participation in our libraries and communities through promoting, supporting, and facilitating local community efforts to meet the needs of all community members.
- Seeking meaningful engagement, dialogue and collaboration with marginalized individuals to shape and inform library programs, services, policies and practices by promoting direct representation of community members who are experiencing or have experienced poverty on the Library Board as well as internal and external working groups.
- Reducing stigma and raising awareness of the challenges facing marginalized individuals to live with dignity as part of a thriving and caring community by providing training opportunities for library staff to learn effective techniques in providing accessible library services in serving marginalized individuals.
- Facilitating collaboration, communication, and networking with community agencies, organizations, and advocacy groups to improve and enhance Library service for marginalized individuals
- Encouraging information and resource sharing amongst Library professionals to improve our collective ability to provide service to marginalized individuals to develop collections, programs and services, especially those addressing non-English speakers in low income neighbourhoods.
- Encouraging the use of respectful, inclusive and person –first language for community members experiencing any “social condition”.
- Ensuring the various branches accommodate the needs of their patrons with a variety of services and hours."
- Promoting an attractive and inviting environment which is welcoming and comfortable to all community members, especially to those experiencing poverty, homelessness or other “social conditions”.

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity

APPENDICE: Social and Economic Condition

The Ontario Human Rights Commission (OHRC) has proposed the addition of “social condition” as a ground to human rights legislation as one option for better dealing with economic inequality in Canada, and for more effectively addressing broader human rights issues related to housing.

The addition of “social and economic condition” as a ground in the OHRC has the potential to provide greater rights to freedom from discrimination in a range of ways. For example, the ground may encompass sources of income including and beyond receipt of public assistance, such as retirement incomes, or even a lack of formal income. In addition, adding the ground could provide a means for the OHRC to address more directly prejudice relating to poverty, and to acknowledge the systemic disadvantage which social condition and poverty can bring. It is broader than the more limited protections relating to source of income or receipt of public assistance, in that it addresses socio-economic status which can be based on not just on the source and level of income but also on occupation, income, education and family background. It would also have the potential to apply across social areas.

Policy No: 2.16 RACIAL & SOCIAL EQUITY



Type: Library Services Administration

Originated: October 13, 2017

Reviewed: October 18, 2017

Amended:

Related Policies: 2.15 Diversity & Inclusion

Policy Statement:

Thunder Bay Public Library (TBPL) is committed to achieving racial and social equity by contributing to a more just society in which all community members can realize their full potential. TBPL can help achieve true and sustained equity through an intentional, systemic and transformative library-community partnership.

TBPL is working to achieve equity in the communities we serve by:

- Eliminating racial and social equity barriers in library programs, services, policies and practices
- Creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role
- Ensuring that we are reaching and engaging disenfranchised people in the community and helping them express their voice
- Serving as a convener and facilitator of conversations and partnerships to address community challenges
- Being forthright on issues that are important to our communities

Libraries are trusted, venerable and enduring institutions, central to their communities and an essential participant in the movement for racial and social equity.

Policy No: 2.17 INCLUSIVE LANGUAGE



Type: Library Services Administration

Originated: October 13, 2017

Reviewed:

Amended:

Related Policies: 4.12 Diversity & Inclusion, 2.16 Racial & Social Equity

Canada's largest school board is phasing out the word 'chief' from senior staff job titles out of respect for Indigenous peoples. This action is being taken in the spirit of recommendations made by the Truth and Reconciliation Commission (TRC).

The TRC sent years documenting the long standing impacts of Canada's residential school system and made many recommendations to further reconciliation with Indigenous people.

For Thunder Bay Public Library (TBPL) tackling the word 'chief' is a pro active move and is in line with other board policies on Diversity & Inclusion and Racial & Social Equity.

The term 'chief' has been challenged in certain contexts (E.g. sports teams) in recent years. It is used as a slur in some cases or in a negative way to describe Indigenous people. It can be replaced with terms like 'manager' and 'executive officer'.

Board policies will be amended to replace 'Chief Librarian' with 'Library Manager' and 'Chief Executive Officer' with 'Executive Officer'.

Policy No: 2.18 ACKNOWLEDGEMENT



Type: General Administration

Originated: October 18, 2017

Reviewed:

Amended:

Related Policies: 2.15 Diversity & Inclusion, 2.16 Racial & Social Equity,

Thunder Bay Public Library (TBPL) resides in the Robinson-Superior Treaty and has been built on the traditional lands of the Ojibwa people of Fort William First Nation.

Where appropriate, the following statement should be used during introductions for TBPL public events, speakers' series, etc (where TBPL is the co-presenter, host, or organizer):

'We begin this morning (afternoon, evening, today) by acknowledging that the City of Thunder Bay resides in the Robinson-Superior Treaty and has been built on the traditional lands of the Ojibwa people of Fort William First Nation. We would also like to recognize the contributions made to our community by the Métis people.'

Where appropriate, the following protocol on Traditional Territory should be used:

1. Ensure that contact is made with the appropriate Indigenous organization.
2. Provide advance notice and inclusion of the residing First Nation of which the traditional territory one is in.
3. It is good protocol to invite an Elder from the First Nation to provide a prayer or blessing.
4. At the event or meeting acknowledge the traditional territory and invite the Chief to perform a Welcome to the Traditional Territory.