

**Policy No: 4.1 LIBRARY MEMBERSHIPS/LOAN PERIODS**



Type: Library Services Administration

Originated: October 21, 1998

Supersedes: November 29, 2020

Amended: February 11, 2021

Related Policies:

**Purpose**

In order to provide the best possible service to the community, the Board will extend full borrowing privileges to anyone presenting a valid Thunder Bay Public Library Card. All residents of the City of Thunder Bay and Fort William First Nation are entitled to Library membership, and to an initial borrower's card at no cost, providing necessary identification is provided where appropriate.

The Thunder Bay Public Library issues the following types of cards:

- a. A corporate card is available to any business, school, government agency or registered society with offices located within the City of Thunder Bay. The card is intended for the specific purpose of business use, not personal use, of the library. Responsibility for the use of the card rests with the corporate body involved
- b. A temporary Library card may be issued for temporary residents of the City of Thunder Bay
- c. A non-resident membership card may be issued to non-city residents
- d. Students who are not city residents do not have to pay for a Library membership card
- e. Limit cards will be issued for all those who do not offer address verification or an authorized signature at the time of registration



## Policy No: 4.2 FINES

Type: Library Services Administration

Originated: April 15, 1999

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

### **Purpose**

The mandate of the Thunder Bay Public Library Board is to ensure that the public library serves the residents of the City of Thunder Bay. It is the policy of the Thunder Bay Public Library Board not to charge user fees for Library services. In addition, the Public Libraries Act of Ontario stipulates “a board shall not make a charge for admission to a public library or for use in the Library of the Library’s materials.”

Misuse of Library collections may result in charges for replacement items or other provisions for replacement. Any penalties/value added charges must be balanced against supporting and retaining Library members.

In order to be fiscally responsible, a schedule of charges has been adopted by the Thunder Bay Public Library Board. The following list has been approved and may be applied at the discretion of the Chief Librarian/CEO or designate:

- lost/destroyed material
- non-resident
- photocopying, printing, fax services and scanning
- special classes/events
- meeting space rentals for individuals, for profit or commercial groups
- interloan borrowing fee assessed by the lending library
- out of city reference questions
- any other relevant charges as determined by the Board

## Policy No: 4.4 SOCIAL MEDIA



Type: Library Services Administration

Originated: September 13, 2017

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

### **Purpose**

This policy outlines how Thunder Bay Public Library (TBPL) will use online / social media channels to communicate in a manner that is consistent with the Library's Purpose, Values and Vision,

Policy Statement:

The TBPL Policy will:

- foster the effective and efficient use of social media to engage with the community
- outline expectations for staff and the public for participation in social media channels
- minimize risk by setting out guidelines for use of social media

The Thunder Bay Public Library is committed to using social media to provide a means for meaningful communication and interaction between Library personnel and the community. This policy applies to all social media activities, including but not limited to blogs, social networks and online communities, websites and mobile applications.

The TBPL supports the responsible and effective use of social media for library purposes, including:

- engaging in promotion, outreach, awareness raising and branding
- engaging in dialogue with the community so that TBPL is responsive to community needs
- delivering information
- improving and supporting customer service
- supporting media and public relations activities
- promoting inclusiveness and accessibility

The Library does not accept any responsibility for content that appears on social media that does not originate from TBPL employees.

### ***Roles and Responsibilities***

Library employees facilitate communication and provide customer service through participation in social media.

TBPL recognizes that employees are committed to high standards of ethical and professional communication and expects this standard to extend to the online environment.

Postings, comments and all online content should reflect the vision, purpose and values of the Library.

When using social media for personal use and when identifiable as a library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and values of the TBPL and act appropriately and with good judgement.

When using social media platforms for work related purposes, staff are expected to comply with applicable terms and conditions of use.

The Library may take appropriate disciplinary or legal action in response to prohibited behaviour.

This policy overlaps with relevant legislation such as the Copyright Act, the Ontario Human Rights Code, the Municipal Freedom of Information and Protection of Privacy Act and relevant TBPL Policies and Procedures, such as the Code of Conduct and confidentiality agreement.

### ***Risk Management***

Social media channels are dynamic and interactive, with inherent opportunities and risks. This policy, along with guidelines and training for staff, are intended to prevent problems that may occur when communicating online.

The TBPL will engage in best practices for managing online communication, including:

- requiring approval for establishing channels
- creating guidelines for employees in the effective and appropriate use of channels
- monitoring channels regularly for relevance and adherence to guidelines
- designating appropriate staff resources to manage channels
- training staff in the use of social media
- evaluating the success and sustainability of channels

Members of the public are encouraged to contribute to the TBPLs online and social media channels and communities. Comments, posts, messages and creative content are welcome, provided they are in keeping with the Library's vision, purpose and values.

If an issue or incident occurs, TBPL will investigate the matter and take appropriate action, which may include:

- issuing a response, correction or apology in a timely manner
- deleting a comment or post
- pursuing legal advice and/or action
- applying the Behaviour Policy, Customer Bill of Rights and procedure for banning a patron, as appropriate

The Library does not restrict access to online communication for children & youth. Parents and legal guardians are responsible for monitoring / limiting the use of TBPL's online presence by their children.



## **Policy No: 4.5 REFUNDS**

Type: Library Services Administration

Originated: March 18, 1999

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

### Purpose

In order to ensure fairness, and to encourage the return of items previously believed to be lost, the Thunder Bay Public Library institutes a Refund Policy whereby patrons will be allowed a refund on items billed for replacement at the discretion of any staff member.

**Policy No: 4.6 SUSPENSION OF BORROWING LIBRARY MATERIALS**



Type: Library Services Administration

Originated: March 18, 1999

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

**Purpose**

In order to protect the public's investment in and access to the collection, Library borrowing privileges will be suspended to those patrons who have not complied with the Library policies or procedures and as such have been suspended or banned from use of the Library OR have incurred fees over the maximum threshold. These fees may be incurred due to items not being returned or damaged.

**Policy No: 4.7 CHILDREN'S RIGHTS IN  
THE PUBLIC LIBRARY**



Type: Library Services Administration

Originated: June 8, 2005  
Supersedes November 25, 2020  
Amended: February 11, 2021

Related Policies: Thunder Bay Public Library Board Policy 1.1

**Purpose**

The Thunder Bay Public Library Board supports the following principles:  
Children in public libraries have the right to:

- a. intellectual freedom
- b. equal access to the full range of services and materials available to other users  
a full range of materials, services, and programs specifically designed and  
developed to meet their needs
- c. adequate funding for collections and services related to population, use, and  
local community needs
- d. a library environment that complements their physical and developmental stages
- e. trained and knowledgeable staff specializing in children's services
- f. welcoming, respectful, supportive service from birth through the transition to  
adult user
- g. an advocate who will speak on their behalf to the Library administration, :Library  
Board, municipal council, and community to make people aware of the goals of  
children's services
- h. Library policies written to include the needs of the child
- i. not have their library cards held accountable for other family members' use  
and/or penalties



**Policy No: 4.8      WITHDRAWN MATERIALS**



Type: Library Services Administration

Originated: March 18, 1999

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

**Purpose**

In order to ensure the collection is current and in good condition, it is the policy of the Board that cancelled and/or withdrawn Thunder Bay Public Library materials are first used for community projects such as Flybrary/little free libraries or other community led sites.

Remaining items will be offered for sale to the general public by the Friends of the Thunder Bay Public Library and suitable remaining items may be offered free of charge to school boards, churches, clubs, hospitals, and other non-profit organizations. Unusable items will be discarded appropriately recycled or discarded.



## Policy No: 4.9 COLLECTIONS MANAGEMENT POLICY

Type: Library Services Administration

Originated: January 20, 2000

Supersedes: June 11, 2015

Amended: April 8, 2021

Related Policies:

### Purpose:

The Collections Management Policy establishes guidance, within budgetary and space limitations, for the selection, de-selection and management of materials which meet the needs and interests of the Thunder Bay community. It reflects the Library's values, purpose, vision and strategic directions and defines the scope and standards for the Library collection. TBPL is committed to continual assessment and improvement and adapts its collections to reflect diverse and emerging areas of interest and concern.

### Policy Statements

#### **Selection**

In order to accomplish our purpose and provide materials which are current, relevant and representative of community needs we may consider the following criteria:

- Relevance to the needs and interests of the community
- Popular appeal
- Contribution to the diversity and scope of the collection
- Suitability of format
- Reputation or significance of creator
- Quality of production
- Competence of author and/or illustrator
- Local significance of author and/or content
- Canadian content
- Receipt or nomination for award or recognition
- Relevance of readability, content and format for intended audience
- Physical space availability
- Effectiveness and sustainability of format in communicating the content
- Demonstration of ongoing need and appeal as evidenced by circulation data
- Equipment needed to access a work will be considered at the point of selection

- Regarding the authenticity of content; prominence will be given to the acquisition of
- #Own Voices, works which are authored by persons who are part of the marginalized community reflected in the subject, theme or characters.
- Value for expenditure
- Patron suggestion
- Significance as a standard or classic work (especially pertaining to reorders)
- Importance as part of a series still in demand
- Self-published materials are acquired when they meet standard selection criteria and are readily available via designated vendors

### **Organization and Accessibility**

The Library makes its collection accessible by:

- Providing knowledgeable, friendly and helpful staff
- Offering useful and appealing computer catalogs for browsing and locating material
- Maintaining well-designed and accessible buildings with appropriate signage and pictorial imagery
- Maintaining a well-designed web-based online catalog with a variety of online resources and e-materials, which are available 24/7
- Making reservations and delivery of materials to a branch of choice available
- Utilizing rental sources and purchasing multiple copies of high-demand materials within budgetary restraints
- Determining and adapting methods for classification and organization of materials which best suit the needs of the community and which respect the culture, age and demands of various users
- Contributing to the Interlibrary Loan system to provide for difficult to source materials and support of same
- Consulting with the community via the Indigenous Council, Youth Council and other methods in order to ensure that the collection remains relevant, community- led and needs based.

### **Deselection and Collection Weeding**

Collection Maintenance Guidelines are available for guidance for staff and the public on the maintenance and pruning of the collection. These are regularly updated in order to maintain the collection's currency, appearance, and relevancy and to enable ongoing additions of newer material and a balanced collection.

The following criteria may be considered in the de-selection process:

- Newer edition available
- Out of date or inaccurate information
- Physical condition of the item ie. The item is worn, soiled, or damaged
- Circulation data indicates that the item is used little, is likely to be unused in the future or may be better utilized as another location
- Other copies are available elsewhere in the collection
- Item is available in digital version
- Item is part of a series which cannot be maintained or is not in demand any longer
- Capacity of Library spaces
- Importance as a document of the times or classis is not evident
- Relevance to the needs and demands of the community is not evident
- Item is available in other institutions ie school libraries
- Item has neither Canadian nor local significance
- Item has been challenged by community members or other agencies such as authors, publishing companies and foundation and challenge has been deemed valid
- Item is considered to be inconsistent with TBPL values, vision, purpose and strategic direction

These criteria may not be equally relevant for all collections. For example the Local History collections are exempt from standard weeding decisions as the scope is broader and the intent is to preserve and make available local works and material about the City and region.

Materials withdrawn from the Library will be handled according to the procedures for withdrawn materials, including relocation or donation, sale by the Friends of the Library or recycling

Given the diverse nature of the community which the Library serves, it is possible that any given item may be regarded as offensive by some persons on racial, political, religious or moral grounds. However, if the Library is to fulfill its obligation to the community as a whole, it must provide a balanced collection or materials which represent varied points of view, including those of a controversial nature. The presence of an item in the Library collection does not indicate an endorsement of its contents by the Library. The Library Board affirms its support of the principles embodied in the *Statement of Intellectual Freedom* adopted by the Canadian Library Association. At the same time, other considerations, such as the current strategic directions of the TBPL may override this statement, particularly with regards to children's books. Responsibility for selection policy lies with the Library Board. The Board delegates to the Chief Librarian/CEO the authority to interpret and guide the application of this policy. The Chief Librarian/CEO may authorize other staff to utilize this policy in developing the library collections.

The Library will review the selection of an item in the collection upon receipt of the Statement of Concern About Library Materials. (include form)

## Policy No: 4.10 PUBLIC MEETING SPACES



**Thunder Bay  
Public Library**

Type: Library Services Administration

Originated: March 18, 1999  
Supersedes: November 25, 2020  
Amended: April 13, 2023

Related Policies:

### **Purpose**

The Thunder Bay Public Library (TBPL) is a community-based organization which exists to help facilitate community conversations, the expression of diverse ideas and opinions and community participation in educational, cultural, civic, recreational and charitable activities.

We maintain a number of public meeting spaces and bookable rooms for that purpose.

### **Scope**

The TBPL's maintains a number of public meeting spaces which are available to be booked by all types of community groups, including those groups which may support causes which are unpopular in the community. The TBPL Board does not necessarily support the views of those organizations booking its public meeting spaces. Any advertising of a meeting or event taking place in a TBPL public space, must not imply endorsement by the TBPL of the content of the program or event. The TBPL will not knowingly permit any individual or group in contravention of the Criminal Code of Canada to use its facilities.

### **Policy**

The booking of any public meeting space in the TBPL buildings are available to the community at no cost. However, fees will be charged to organizations or individuals, should the public space be used for commercial, revenue generation purposes, or if an event is charging a registration fee.

TBPL programs, services, meetings, and events have first priority for scheduling. All other applications are considered on a first-come, first-served basis.

The TPBL reserves the right to cancel a booking at any time and any fees paid will be returned in full should such a situation occur.

The TBPL reserves the right to accept or refuse a room booking at its discretion.

| All organizations or individuals must complete an booking application form and any payment, should it be incurred, is to be paid in full to secure the booking.

| The TBPL CEO is authorized to make exceptions and interpret the policy as they see fit and is responsible for developing a procedure to determine the appropriate fee that is applied.



## Policy No: 4.11      COPYRIGHT

Type: Library Services Administration

Originated: December 11, 2014

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

### **Purpose**

Thunder Bay Public Library enables people to learn, grow and be inspired. Thunder Bay Public Library collections and resources in print and electronic media, are open to all registered members of the Library and, in some cases, interested members of the public. Single copies of library materials for the purposes of research, review, private study, and criticism, as well as news reporting, parody, satire and education may be provided to users of Thunder Bay Public Library.

Employees of Thunder Bay Public Library may provide links to materials appearing on external or internal websites without reference to this policy just as any member of the public can also link, without reference to this policy, to resources on publicly accessible websites operated by Thunder Bay Public Library.

The service outlined above supports users of Thunder Bay Public Library collections and resources who require access to its resources while respecting the copyright of the publishers of such materials, in keeping with fair dealing provisions in sections 29, 29.1, 29.2 of the *Canadian Copyright Act*.

### **Guidelines to Access**

1. Thunder Bay Public Library provides single copies for specific purposes, identified in advance to library staff
2. The specific purposes are research, review, private study, and criticism, as well as news reporting, parody, satire and education. Any doubt concerning the legitimacy of the request for these purposes will be referred to a Reference Librarian
3. The individual must identify him/herself and purpose at the time of making the request. A request form may be completed by Library staff, based on information provided by the requesting party
4. As to the amount of copying, discretion must be used. No copies will be made for any purpose other than that specifically set out on the request form or as specified by the user in the request process. Requests for substantial copying from a source will be referred to a Reference Librarian and may ultimately be refused
5. This service is provided on a not for profit basis. Any fee charged for this service is intended to cover the costs of Thunder Bay Public Library



## Policy No: 4.12 DIVERSITY AND INCLUSION



Type: Library Services Administration

Originated: September 13, 2017

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

### **Purpose/Policy Statement:**

The Canadian Federation of Library Associations and the Thunder Bay Public Library believe that a diverse and pluralistic society is central to our country's identity. Libraries have a responsibility to contribute to a culture that recognizes diversity and fosters social inclusion.

Libraries strive to deliver inclusive service. Canada's libraries recognize and energetically affirm the dignity of those they serve, regardless of heritage, education, beliefs, race, religion, gender, age, sexual orientation, gender identity, physical or mental capabilities, or income.

Libraries understand that an acceptance of differences can place individual and collective values in conflict. Libraries are committed to tolerance and understanding. Libraries act to ensure that people can enjoy services free from any attempt by others to impose values, customs or beliefs.



## **Policy No: 4.13 PROGRAMMING**

Type: Library Services Administration

Originated: February 11, 2021

Supersedes:

Amended:

Related Policies: 2.1 Intellectual Freedom, 2.8 Use of Library Meeting Rooms, 2.9 Selling, 2.13 Accessibility for Ontarians with Disabilities Act, 2.14 Smudging

### **Purpose**

The purpose of this policy is to provide staff with the necessary guidelines to assist them in the development of Library programs and to inform the public about the principles and criteria by which programs are selected.

### **Guiding Principles**

#### **Policy Statement**

Programming is an integral part of the Thunder Bay Public Library's service to the public. It supports the Library's vision to become the heart of the community - a welcoming and inclusive centre of social innovation and change.

Programming is also done in alignment with our purpose and values:

- Thunder Bay Public Library enables people to learn, grow and be inspired.
- Thunder Bay Public Library believes in: Intellectual Freedom, Sharing and Recycling, Access for All, Inspiring Creativity, Being our Best and Being Relevant

Programming is also planned and delivered in order to realize our strategic priorities, which have been developed in consultation with the community.

Programs raise the Library's profile in the community and have a positive impact on library use. They are a strong mechanism for outreach and promotion which allow the Library to forge partnerships with a wide variety of groups and individuals.

Programs highlight the Library's collections and services, and share knowledge and expertise, increasing awareness of the Library as a hub for knowledge and social development.

Programs are developed to respond to emerging community interests as well as to sustain demonstrated interests and demand.

The Thunder Bay Public Library is committed to providing quality Library programs that are accessible to all persons.

The Library upholds the principle of intellectual freedom and supports the rights of individuals to read, speak, view and exchange differing points of view on any subject. To accomplish this, the Library may allow the presentation of present controversial programs in order to ensure public access to all sides of an issue.

All policies of the Thunder Bay Public Library apply to programs.

Programs shall not be in contravention of federal or provincial laws and regulations, or municipal by-laws.

The Library may allow presenters to display products or books for purchase.