Port Colborne Public Library Board Meeting Agenda

Date:	Wednesday, May 8, 2024
Time:	6:00 pm
Location:	Library Auditorium, Port Colborne Public Library 310 King St, Port Colborne

Pages

1. Call to Order

2. Land Acknowledgement

   Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The City of Port Colborne and the Port Colborne Public Library stand with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

3. Disclosures of Interest

4. Adoption of Agenda

5. Approval of Minutes 1

6. Business Arising from the Minutes

7. Consent Items

   The following items are considered to be routine and non-controversial by the Library board and will be approved at this time. There will be no separate discussion of any of these items unless a Board member requests it, in which case the item will not be consented to and will be considered in the normal sequence of the agenda.

   7.1 Financial Report

   a. 2024 Operating Budget (as of May 3, 2024) 6

b. 2024 Facilities Budget (as of May 3, 2024) 7

7.2 Circulation Report

a. March 2024 Circulation Report 9

b. March 2024 Circulation Snapshot 12

c. 1st Quarter 2024 Circulation Report 13

d. 1st Quarter 2024 Circulation Snapshot 16

7.3 Public Relations Report

a. Librarian's Report - April 2024 17

7.4 Media Items

a. Off-the-Shelf Newsletter - May/June 2024 22

b. One Book, One Niagara Article 32

7.5 Correspondence

a. Township of Wainfleet Resolution - Public Libraries and Older Adults 37

8. Discussion Items

8.1 Shared Services (M. Cooper)

8.2 Township of Wainfleet Resolution - Public Libraries and Older Adults (R. Tkachuk)

8.3 Board Evaluation (M. Cooper)

8.4 Financial Items

a. Erwin Taylor Charitable Foundation (R. Tkachuk)

b. Memorandum of Understanding - Verbal Report (R. Tkachuk)

c. Development Charges - Verbal Report (R. Tkachuk)

d. 2025 Budget - Verbal Report (R. Tkachuk)

8.5 Verbal Report - Acting CEO's Report (R. Tkachuk)

9. Policies

9.1 FR-01 General Gift Acceptance 43

9.2 FR-02 Fundraising 46

9.3 FR-03 Partnership and Sponsorship 48

9.4 OP-03 Code of Conduct (Patron) 54

9.5 OP-10 Children in the Library 60

9.6 OP-11 Teens in the Library 67

9.7 OP-25 Bed Bug Policy 76

9.8 VOL-01 Volunteers in the Library 81

10. Confidential Items

Confidential reports will be distributed under separate cover. Items may require a closed meeting in accordance with the Public Libraries Act and the Municipal Act.

10.1 Confidential Human Resources Matter- pursuant to Public Libraries Act, Section 16.1(4)(b) of the personal matters about an identifiable individual

11. Motions

12. Notice of Motions

13. Roundtable

14. Other Business

15. Next Meeting Date and Adjournment

Port Colborne Public Library Board Meeting Minutes

Date:	**Wednesday, April 3, 2024**
Time:	**6:00 pm**
Location:	**Library Auditorium, Port Colborne Public Library** **310 King St, Port Colborne**
Members Present:	M. Cooper (Chair) A. Desmarais M. Bagu, Councillor B. Ingram (Vice-Chair) B. Beck M. Booth
Member(s) Absent:	H. Cooper C. MacMillan E. Tanini
Staff Present:	R. Tkachuk, Library Services Manager/Acting Chief Executive Officer (Secretary-Treasurer)

1. Call to Order

The Chair called the meeting to order at 6:00 p.m.

2. Land Acknowledgement

The Chair recited the Land Acknowledgement Statement.

3. Disclosures of Interest

There were no disclosures of interest.

4. Adoption of Agenda

Moved by M. Booth
Seconded by A. Desmarais

That the agenda dated April 3, 2024 be confirmed, as circulated.

5. Approval of Minutes

That the minutes dated March 6, 2024 be adopted, as circulated.

Moved by Councillor M. Bagu
Seconded by A. Desmarais

5.1 Minutes of the March 6, 2024 Board

6. Business Arising from the Minutes

Nil.

7. Consent Items

Moved by A. Desmarais
Seconded by B. Ingram

That consent items 7.1 to 7.5 be received, as presented.

7.1 Financial Report

a. 2024 Operating Budget (as of March 28, 2024)

b. 2024 Facilities Budget (as of March 28, 2024)

7.2 Circulation Report

a. 2023 4th Quarter Circulation Report

b. 2023 Circulation Report Summary

c. February 2024 Circulation Report

a. February 2024 Circulation Snapshot

7.3 Public Relations Report

a. Librarian's Report - March 2024

b. March Break Report

7.4 Media Items

a. City Hall News

7.5 Correspondence

a. FOPL Letter to Minister of Public and Business Service Delivery

8. Discussion Items

8.1 Board Evaluation (M. Cooper)

The Chair requested that Board Evaluation Forms be completed and forwarded prior to the next meeting.

8.2 Shared Services (M. Cooper)

The Chair will report back to the Board with any news about shared services at the next meeting.

8.3 3D Printer (C. MacMillan)

Trustee MacMillan forwarded an opportunity regarding a 3D Printer. The Board discussed the possibility of adding 3D Printing equipment to the library, and other makerspace items.

8.4 Verbal Report - Acting CEO's Report

Moved by A. Desmarais
Seconded by M. Booth

That the Acting CEO's Report be received, as presented; and,

That the Board move the next scheduled board meeting date to May 8, 2024.

a. Health and Safety

The Acting CEO reported on upcoming Health and Safety training opportunities for library staff.

b. Income Tax Clinics

The Acting CEO reported on the progress of the annual Income Tax Clinics.

c. Board Webpage

The Acting CEO advised the board of updates to the Internal Board Webpage.

d. Mayor's Youth Advisory Council Event

The Acting CEO reported that the Mayor's Youth Advisory Council has approached the library to be a venue for two upcoming exam stress workshops for high school students. The events are tentatively scheduled for two days during the last week of May.

e. Solar Eclipse

The Acting CEO advised that Niagara Region issued a State of Emergency in preparation for the solar eclipse event on Monday, April 8, 2024. The Acting CEO advised that library hours would not be affected on this date.

f. City of Port Colborne Volunteer Banquet

The Acting CEO reported that the City of Port Colborne's Volunteer Banquet is scheduled for the same day as the next scheduled board meeting; and recommended that the Board move their May meeting to the following week.

9. Policies

Moved by B. Ingram
Seconded by A. Desmarais

That the Board approve the policies listed in items 9.1 to 9.5, as presented.

9.1 BL-01: Statement of Authority and Powers of the Board

9.2 BL-02: Composition of the Board and Officers' Terms of Reference

9.3 BL-03: Meetings

9.4 BL-04: Amendment of Bylaws

9.5 GOV-01: Purpose and Duties of the Board

10. Confidential Items

Nil.

11. Motions

Nil.

12. Notice of Motions

Nil.

13. Roundtable

Trustee Booth advised that a report will be prepared by the Fundraising Committee regarding fundraising opportunities, such as planned giving and major gifts.

14. Other Business

15. Next Meeting Date and Adjournment

The next meeting of the Board will be held May 8, 2024, in the auditorium of the Port Colborne Public Library.

The Chair adjourned the meeting at approximately 7:03 p.m.

Michael Cooper, Chair	Rachel Tkachuk, Library Services Manager/Acting Chief Executive Officer (Secretary-Treasurer)

City of Port Colborne

Library

For the Five Months Ending May 31, 2024

	YTD May ACTUAL	2024 BUDGET	VARIANCE	VAR %
Revenue				
Donations	$1,988.55	$4,800.00	($2,811.45)	(58.57%)
Rentals	270.00	650.00	-380.00	(58.46%)
Other Revenue	-9.96		-9.96	0.00%
Fees	2,077.01	3,500.00	-1,422.99	(40.66%)
Grants - Other	1,113.00		1,113.00	0.00%
Grant - Provincial	9,600.00	38,300.00	-28,700.00	(74.93%)
Sales	933.90		933.90	0.00%
Total Revenue	**15,972.50**	**47,250.00**	**-31,277.50**	**(66.20%)**
Expense				
Personnel Expense				
Salaries and Wages - Full Time	129,866.24	451,200.00	-321,333.76	(71.22%)
Salaries and Wages - Part Time	22,273.17	69,900.00	-47,626.83	(68.14%)
Overtime Pay	5,198.14		5,198.14	0.00%
Employee Benefits	50,932.89	187,900.00	-136,967.11	(72.89%)
Subtotal Personnel Expense	**208,270.44**	**709,000.00**	**-500,729.56**	**(70.62%)**
Operating Expense				
Association/Membership Fees	1,050.00	1,500.00	-450.00	(30.00%)
Library Collection	8,841.47	44,800.00	-35,958.53	(80.26%)
Library Digital Resources	10,963.27	30,000.00	-19,036.73	(63.46%)
Comm and Public Relations		500.00	-500.00	(100.00%)
Computer Software		1,000.00	-1,000.00	(100.00%)
Contract Services	315.46	4,000.00	-3,684.54	(92.11%)
Equipment - Purchase	1,011.49	7,000.00	-5,988.51	(85.55%)
Financial Expenses	18.30		18.30	0.00%
Hospitality Expense	232.10	750.00	-517.90	(69.05%)
Office Supplies	1,313.12	3,000.00	-1,686.88	(56.23%)
Postage & Courier	41.39	700.00	-658.61	(94.09%)
Program Supplies	216.75	3,500.00	-3,283.25	(93.81%)
Protective & Uniform Clothing		1,300.00	-1,300.00	(100.00%)
Staff Training & Development	797.71	7,000.00	-6,202.29	(88.60%)
SME - Audit and Actuary	-2,493.12	7,200.00	-9,693.12	(134.63%)
Telephone/Internet	6,023.00	17,100.00	-11,077.00	(64.78%)
Travel		500.00	-500.00	(100.00%)
Subtotal Operating Expense	**28,330.94**	**129,850.00**	**-101,519.06**	**(78.18%)**
Total Expense	**236,601.38**	**838,850.00**	**-602,248.62**	**(71.79%)**
Surplus/(Deficit) Before Allocation	**-220,628.88**	**-791,600.00**	**570,971.12**	**(72.13%)**
Surplus/(Deficit) After Allocation	**-220,628.88**	**-791,600.00**	**570,971.12**	**(72.13%)**
Transfer Between Funds		-791,600.00	791,600.00	(100.00%)
Total Transfer		**-791,600.00**	**791,600.00**	**(100.00%)**
Surplus / (Deficit)	**($220,628.88)**		**($220,628.88)**	**0.00%**

City of Port Colborne

2024 Facilities

For the Three Months Ending March

Facilities	Gas YTD Actual	Gas 2024 Budget	Hydro YTD Actual	Hydro 2024 Budget	Water YTD Actual	Water 2024 Budget	Repair & Mtnc YTD Actual	Repair & Mtnc 2024 Budget	
Library Facility:									
0-070-90020-8330-1211 Facilities - Contract Services - Library Facility									0-070-90020-8330-121
0-070-90020-8480-1211 Facilities - R & M-Con & Parts - Library Facility							600.76	5,000.00	0-070-90020-8480-121
0-070-90020-8550-1211 Facilities - Utilities-Water - Library Facility					335.05	2,090.00			0-070-90020-8550-121
0-070-90020-8540-1211 Facilities - Util		12,480.00							0-070-90020-8540-121
0-070-90020-8545-1211 Facilities - Utilities-Hydro - Library Facility				14,600.00					0-070-90020-8545-121
Total Library Facility		12,480.00		14,600.00	335.05	2,090.00	600.76	5,000.00	Total Library Facility

2024-05-03 11:45 AM

31, 2024

Contract Services		Equipment		Land Lease		Total		
YTD Actual	2024 Budget	YTD Actual	2024 Budget	YTD Actual	2024 Budget	Actual	Budget	Variance
5,275.70	43,700.00					5,275.70	43,700.00	38,424.30
1 Facilities - R & M-Con & Parts - Library Facility						600.76	5,000.00	4,399.24
1 Facilities - Utilities-Water - Library Facility						335.05	2,090.00	1,754.95
1 Facilities - Utilities-Gas - Library Facility							12,480.00	12,480.00
1 Facilities - Utilities-Hydro - Library Facility							14,600.00	14,600.00
5,275.70	43,700.00					6,211.51	77,870.00	71,658.49

&P of &N

March 2024 Printed:

CIRCULATION (PHYSICAL)	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Books	4424	4303	121	12316	11689	6904	5%	78%
Periodicals	268	79	189	554	160	152	246%	264%
DVDs	1554	1359	195	4715	3750	1789	26%	164%
CDs	25	306	-281	77	375	17	-79%	353%
Audiobooks	79	70	9	205	217	144	-6%	42%
Board Games	50	30	20	118	100	41	18%	188%
Seed Library	95	47	48	112	203	188	-45%	-40%
Video Games	151	137	14	427	459	98	-7%	336%
Lendable Non-Traditional	7	1	6	7	2	4	250%	75%
Lendable Technology	4	1	3	9	5	0	80%	100%
Library of Things	16	41	-25	74	75	23	-1%	222%
Toys and Puzzles	384	203	181	874	432	20	102%	4270%
Microfilm	28	40	-12	90	103	26	-13%	246%
TOTAL CIRCULATION	7085	6617	468	19578	17570	9406	11%	108%
Materials Returned	5797	5979	-182	16735	15523	8624	8%	94%
TOTAL TRANSACTIONS	12882	12596	286	36313	33093	18030	10%	101%

CIRCULATION (DIGITAL)	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Electronic Databases	35	424	-389	296	1080	1138	-73%	-74%
Downloadable Audiobooks	634	521	113	1880	1480	1222	27%	54%
Downloadable eBooks	1015	967	48	3312	2901	3086	14%	7%
Downloadable Music	6	0	6	11	3	8	267%	38%
Downloadable Video	38	36	2	124	119	228	4%	-46%
Downloadable Magazines	554	177	377	1645	510	328	223%	402%
TOTAL CIRCULATION	2282	2125	157	7268	6093	6010	19%	21%

ILLO & RECIP. BORROWING	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Interlibrary Loans --IN	12	12	0	31	35	0	-11%	100%
LINC Reciprocal IN	590	829	-239	1744	1834	1571	-5%	11%
TOTAL RECEIVED	602	841	-239	1775	1869	1571	-5%	13%
Interlibrary Loans --OUT	14	0	14	48	60	0	-20%	100%
LINC Reciprocal OUT	839	815	24	2584	2349	2334	10%	11%
TOTAL SENT	853	815	38	2632	2409	2334	9%	13%

REGISTRATIONS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Adults	210	56	154	284	138	82	106%	246%
Children	26	26	0	49	53	13	-8%	277%
Non-Resident	23	10	13	25	28	10	-11%	150%
Teen	6	2	4	6	3	1	100%	500%
TOTAL REGISTRATIONS	265	94	171	364	222	106	64%	243%

RECEIPTS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Library Receipts	155.25	82.55	72.70	346.20	238.76	122.50	45%	183%
Auditorium Rental	90.40	67.80	22.60	192.10	203.40	0.00	-6%	100%
Donations	0.00	0.00	0.00	1000.00	1000.00	0.00	0%	100%
Book Sales	223.70	430.95	-207.25	687.05	977.25	296.50	-30%	132%
Photocopy Revenue	125.80	157.50	-31.70	378.00	267.40	38.60	41%	879%
Sign Rental	0.00	0.00	0.00	0.00	0.00	0.00	0%	0%
Print Server	289.60	328.30	-38.70	775.10	828.80	140.75	-6%	451%
Programme Revenue	120.00	0.00	120.00	120.00	257.00	0.00	-53%	100%
Fundraiser Items Revenue	3.00	219.00	-216.00	28.00	585.00	0.00	-95%	100%
Capital Asset Disposal	0.00	0.00	0.00	0.00	0.00	0.00	0%	0%
SUBTOTAL	1007.75	1286.10	-278.35	3526.45	4357.61	598.35	-19%	489%
Capital Donations	204.00	195.00	9.00	854.00	3159.53	90.00	-73%	849%
TOTAL RECEIPTS	1211.75	1481.10	-269.35	4380.45	7517.14	688.35	-42%	536%

MATERIALS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Books Repaired	37	41	-4	92	111	69	-17%	33%
Donations added to Collection	32	0	32	87	55	0	58%	100%
Used Books Sold	213	1573	-1360	476	1974	190	-76%	151%

PROGRAMS AND EVENTS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Prog/Events								
Teen Programs	3	1	2	3	3	4	0%	-25%
Pop-Up Library	2	3	-1	3	4	6	-25%	-50%
Community Events	30	104	-74	82	177	10	-54%	720%
Children's Programmes	30	24	6	58	38	11	53%	427%
Class Visits	3	1	2	6	2	0	200%	100%
* Tech Time	31	0	31	98	0	0	100%	100%
* Seniors	2	0	2	4	0	0	100%	100%
TOTAL	101	133	-32	254	224	31	13%	719%
No. of Attendees								
Teen Programs	14	8	6	14	189	36	-93%	-61%
Pop-Up Library	104	180	-76	108	193	199	-44%	-46%
Community Events	619	398	221	1305	665	175	96%	646%
Children's Programmes	655	605	50	1177	857	422	37%	179%
Class Visits	77	32	45	154	59	0	161%	100%
* Tech Time	31	0	31	98	0	0	100%	100%
* Seniors	11	0	11	18	0	0	100%	100%
TOTAL	1511	1223	288	2874	1963	832	46%	245%

* Tech Time and Seniors previously categorized under Community Events

ALL COMPUTER USERS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Wireless Computer Users	404	340	64	902	1037	239	-13%	277%
Computer Workstation Users	339	314	25	898	862	175	4%	413%
TOTAL	743	654	89	1800	1899	414	-5%	335%

PATRON COUNT	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	5101	2964	2137	12486	8962	4603	39%	171%

LIBRARY HOMEPAGE HITS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	2186	2143	43	5305	5231	6556	1%	-19%

ONLINE CATALOGUE HITS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	1887	1858	29	6088	5206	4903	17%	24%

SOCIAL MEDIA	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Facebook								
Page Likes/Followers	1646	1379	267	1646	1379	997	19%	65%
Total Post Views	16161	31554	-15393	51234	55159	34522	-7%	48%
Total Post Interactions	300	810	-510	1064	1555	1071	-32%	-1%
Total Posts	36	49	-13	81	116	107	-30%	-24%
Instagram								
Page Likes/Followers	1236	1133	103	1236	1133	1059	9%	17%
Total Post Views	5138	5811	-673	11494	12696	5526	-9%	108%
Total Post Interactions	160	391	-231	412	795	252	-48%	63%
Total Posts	44	43	1	87	100	40	-13%	118%

Twitter / X Discontinued Oct. 2023

eNEWSLETTER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
New Contacts	14	13	1		14	34	37	-59%	-62%
Total Contacts to Date	400	283	117		400	283	98	41%	308%
Email Opens	192	168	24		583	483	151	21%	286%
Clickthroughs	25	37	-12		93	105	49	-11%	90%

PRINTING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Public Computers	234	337	-103		524	855	1091	-39%	-52%
Mobile Print	64	0	64		184	0	0	100%	100%
B&W Copies	866	1213	-347		2781	3132	1058	-11%	163%
Colour Copies	73	25	48		129	72	6	79%	2050%
Total Jobs	298	337	-39		708	855	1091	-17%	-35%
Total Number of Pages	939	1238	-299		2910	3204	1064	-9%	174%

PHOTOCOPIER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Pages copied	503	630	-127		1512	1070	154	41%	879%

PORT COLBORNE
PUBLIC LIBRARY

MAR 2024 MONTHLY REPORT

INTERACTIONS

NEW PATRONS	PATRON VISITS
265	5,101
CATALOGUE VISITS	**WEB VISITS**
1,887	2,186

CIRCULATION

PHYSICAL CIRC	DIGITAL CIRC
7,085	2,282
ITEMS BORROWED FROM LINC LIBRARIES	**ITEMS LOANED TO LINC LIBRARIES**
590	839

- Physical Circulation
  - Mar. 2023: **6,617**
  - Mar. 2024: **7,085**
- Digital Circulation
  - Mar. 2023: **2,125**
  - Mar. 2024: **2,282**

PROGRAMS

2023:
92 programs
1,223 attended

2024:
101 programs
1,511 attended

TOTAL PROGRAMS	PROGRAM ATTENDANCE
101	1,511
SOCIAL MEDIA POSTS	**eNEWSLETTER SUBSCRIPTIONS**
80	14

LIBRARY TECH

- ePRINTit users sent **64** remote print jobs for a total of **354** pages.

PAGES PRINTED & COPIED
1,442

COMPUTER USERS	WIRELESS USERS
307	404

TECH HELP SESSIONS
31

HIGHLIGHTS

Programs and Events

- March Break 2024
- Eclipse Glasses and March Break lead to 265 registrations for March! New and returning patrons.

March T&M Crafts

1st Quarter 2024 Printed:

CIRCULATION (PHYSICAL)	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Books	12316	11689	627	12316	11689	6904	5%	78%
Periodicals	554	160	394	554	160	152	246%	264%
DVDs	4715	3750	965	4715	3750	1789	26%	164%
CDs	77	375	-298	77	375	17	-79%	353%
Audiobooks	205	217	-12	205	217	144	-6%	42%
Board Games	118	100	18	118	100	41	18%	188%
Seed Library	112	203	-91	112	203	188	-45%	-40%
Video Games	427	459	-32	427	459	98	-7%	336%
Lendable Non-Traditional	7	2	5	7	2	4	250%	75%
Lendable Technology	9	5	4	9	5	0	80%	100%
Library of Things	74	75	-1	74	75	23	-1%	222%
Toys and Puzzles	874	432	442	874	432	20	102%	4270%
Microfilm	90	103	-13	90	103	26	-13%	246%
TOTAL CIRCULATION	19578	17570	2008	19578	17570	9406	11%	108%
Materials Returned	16735	15523	1212	16735	15523	8624	8%	94%
TOTAL TRANSACTIONS	36313	33093	3220	36313	33093	18030	10%	101%

CIRCULATION (DIGITAL)	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Electronic Databases	296	1080	-784	296	1080	1138	-73%	-74%
Downloadable Audiobooks	1880	1480	400	1880	1480	1222	27%	54%
Downloadable eBooks	3312	2901	411	3312	2901	3086	14%	7%
Downloadable Music	11	3	8	11	3	8	267%	38%
Downloadable Video	124	119	5	124	119	228	4%	-46%
Downloadable Magazines	1645	510	1135	1645	510	328	223%	402%
TOTAL CIRCULATION	7268	6093	1175	7268	6093	6010	19%	21%

ILLO & RECIP. BORROWING	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Interlibrary Loans --IN	31	35	-4	31	35	0	-11%	100%
LINC Reciprocal IN	1744	1834	-90	1744	1834	1571	-5%	11%
TOTAL RECEIVED	1775	1869	-94	1775	1869	1571	-5%	13%
Interlibrary Loans --OUT	48	60	-12	48	60	0	-20%	100%
LINC Reciprocal OUT	2584	2349	235	2584	2349	2334	10%	11%
TOTAL SENT	2632	2409	223	2632	2409	2334	9%	13%

REGISTRATIONS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Adults	284	138	146	284	138	82	106%	246%
Children	49	53	-4	49	53	13	-8%	277%
Non-Resident	25	28	-3	25	28	10	-11%	150%
Teen	6	3	3	6	3	1	100%	500%
TOTAL REGISTRATIONS	364	222	142	364	222	106	64%	243%

RECEIPTS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Library Receipts	346.20	238.76	107.44	346.20	238.76	122.50	45%	183%
Auditorium Rental	192.10	203.40	-11.30	192.10	203.40	0.00	-6%	100%
Donations	1000.00	1000.00	0.00	1000.00	1000.00	0.00	0%	100%
Book Sales	687.05	977.25	-290.20	687.05	977.25	296.50	-30%	132%
Photocopy Revenue	378.00	267.40	110.60	378.00	267.40	38.60	41%	879%
Sign Rental	0.00	0.00	0.00	0.00	0.00	0.00	0%	0%
Print Server	775.10	828.80	-53.70	775.10	828.80	140.75	-6%	451%
Programme Revenue	120.00	257.00	-137.00	120.00	257.00	0.00	-53%	100%
Fundraiser Items Revenue	28.00	585.00	-557.00	28.00	585.00	0.00	-95%	100%
Capital Asset Disposal	0.00	0.00	0.00	0.00	0.00	0.00	0%	0%
SUBTOTAL	3526.45	4357.61	-831.16	3526.45	4357.61	598.35	-19%	489%
Capital Donations	854.00	3159.53	-2305.53	854.00	3159.53	90.00	-73%	849%
TOTAL RECEIPTS	4380.45	7517.14	-3136.69	4380.45	7517.14	688.35	-42%	536%

MATERIALS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Books Repaired	92	111	-19	92	111	69	-17%	33%
Donations added to Collection	87	55	32	87	55	0	58%	100%
Used Books Sold	476	1974	-1498	476	1974	190	-76%	151%

PROGRAMS AND EVENTS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
No. of Prog/Events								
Teen Programs	3	3	0	3	3	4	0%	-25%
Pop-Up Library	3	4	-1	3	4	6	-25%	-50%
Community Events	82	177	-95	82	177	10	-54%	720%
Children's Programmes	58	38	20	58	38	11	53%	427%
Class Visits	6	2	4	6	2	0	200%	100%
* Tech Time	98	0	98	98	0	0	100%	100%
* Seniors	4	0	4	4	0	0	100%	100%
TOTAL	254	224	30	254	224	31	13%	719%
No. of Attendees								
Teen Programs	14	189	-175	14	189	36	-93%	-61%
Pop-Up Library	108	193	-85	108	193	199	-44%	-46%
Community Events	1305	665	640	1305	665	175	96%	646%
Children's Programmes	1177	857	320	1177	857	422	37%	179%
Class Visits	154	59	95	154	59	0	161%	100%
* Tech Time	98	0	98	98	0	0	100%	100%
* Seniors	18	0	18	18	0	0	100%	100%
TOTAL	2874	1963	911	2874	1963	832	46%	245%

* Tech Time and Seniors previously categorized under Community Events

ALL COMPUTER USERS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Wireless Computer Users	902	1037	-135	902	1037	239	-13%	277%
Computer Workstation Users	898	862	36	898	862	175	4%	413%
TOTAL	1800	1899	-99	1800	1899	414	-5%	335%

PATRON COUNT	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	12486	8962	3524	12486	8962	4603	39%	171%

LIBRARY HOMEPAGE HITS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	5305	5231	74	5305	5231	6556	1%	-19%

ONLINE CATALOGUE HITS	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
	6088	5206	882	6088	5206	4903	17%	24%

SOCIAL MEDIA	2024	2023	+/-	2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Facebook								
Page Likes/Followers	1646	1379	267	1646	1379	997	19%	65%
Total Post Views	51234	55159	-3925	51234	55159	34522	-7%	48%
Total Post Interactions	1064	1555	-491	1064	1555	1071	-32%	-1%
Total Posts	81	116	-35	81	116	107	-30%	-24%
Instagram								
Page Likes/Followers	1236	1133	103	1236	1133	1059	9%	17%
Total Post Views	11494	12696	-1202	11494	12696	5526	-9%	108%
Total Post Interactions	412	795	-383	412	795	252	-48%	63%
Total Posts	87	100	-13	87	100	40	-13%	118%
Twitter / X Discontinued Oct. 2023								

eNEWSLETTER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
New Contacts	14	34	-20		14	34	37	-59%	-62%
Total Contacts to Date	400	283	117		400	283	98	41%	308%
Email Opens	583	483	100		583	483	151	21%	286%
Clickthroughs	93	105	-12		93	105	49	-11%	90%

PRINTING	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Public Computers	524	855	-331		524	855	1091	-39%	-52%
Mobile Print	64	0	64		184	0	0	100%	100%
B&W Copies	2781	3132	-351		2781	3132	1058	-11%	163%
Colour Copies	129	72	57		129	72	6	79%	2050%
Total Jobs	708	855	-147		708	855	1091	-17%	-35%
Total Number of Pages	2910	3204	-294		2910	3204	1064	-9%	174%

PHOTOCOPIER	2024	2023	+/-		2024 YTD	2023 YTD	2022 YTD	% Change 2024/2023	% Change 2024/2022
Pages copied	1512	1070	442		1512	1070	154	41%	879%

PORT COLBORNE
PUBLIC LIBRARY

Q1 2024 QUARTERLY REPORT

INTERACTIONS

NEW PATRONS	PATRON VISITS
364	12,486
CATALOGUE VISITS	**WEB VISITS**
6,068	5,305

CIRCULATION

PHYSICAL CIRC	DIGITAL CIRC
19,578	7,268
ITEMS BORROWED FROM LINC LIBRARIES	**ITEMS LOANED TO LINC LIBRARIES**
1,744	2,584

PROGRAMS

- March Break saw 1,469 visitors counted between March 11th and 16th.
- Unexpected circumstances lead to cancellation or rescheduling of several programs in January & February.

TOTAL PROGRAMS	PROGRAM ATTENDANCE
254	2,874
SOCIAL MEDIA POSTS	**eNEWSLETTER SUBSCRIPTIONS**
168	14

LIBRARY TECH

- ePRINTit users sent **184** remote print jobs this quarter.

PAGES PRINTED & COPIED
4,422

COMPUTER USERS	WIRELESS USERS
902	898

TECH HELP SESSIONS
98

UPDATES

- Susan Therrien retired as CEO. Rachel Tkachuk now Library Services Manager and Acting CEO.
- Documentary Films 2024 began, featuring films provided by the National Film Board of Canada for the year.
- Adult Chess Club launched.
- Phone update completed February 22nd. Changeover to Teams-based phones. Older Nortel phones retained for announcement functionality.
- Evergreen upgraded to v. 3.11.3

Date: May 8, 2024
To: Port Colborne Public Library Board
From: Hannah Madsen
Subject: Public Relations Report

Recommendation:
That the Port Colborne Public Library Board receives the Public Relations Report for information purposes.

Public Relations Report Items

1. **Pop-Up Library and Outreach**:

Pop-Up Library

- Northland Pointe – April 16, 2024
- Class Visit – Dewitt Carter – April 10, 2024
- Class Visit – McKay – April 10, 2024
- Class Visit – Steele St – April 17, 2024
- Class Visit – Dewitt Carter – April 17, 2024
- Class Visit – Steele St – April 24, 2024

Eclipse Pop-Up
The library popped up at Vale Health & Wellness Centre on April 8, 2024 with an eclipse craft for families. 139 people participated.

2. **Programming**

- Tot Time
  Children enjoyed stories, activities, and colouring with a caregiver. Two Tot Time sessions were offered in April.

- Baby Time
  The sessions included songs, stories, and discussions for families. Two Baby

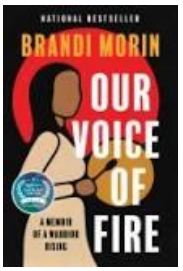
Time sessions were offered in April.

- Story Time with Shelly
  On Saturdays in April, Story Time with Shelly ran in the Children's Room from 10:30 – 11:30 a.m. Shelly read a variety of picture books to families.

- Documentary Films
  On Monday, April 29, 2024, there was a screening and discussion of the documentary film Katinniq/Vanishing Point (2012, 82 min.). The documentary, which tells the story of two Inuit communities facing the consequences of rapid social and environmental change, was part of our celebration of Earth Day.

  In 2024, our Documentary Film Program is presented in partnership with the National Film Board of Canada.

- Port Colborne Public Library Book Club
  In April, the PCPL Book Club read the book Our Voice of Fire by Brandi Morin, and met on April 15 for a discussion of the book. The Book Club has 8 members.



3. Passive Programming

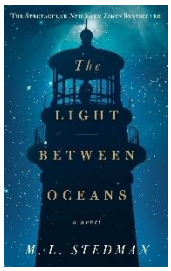
- Scavenger Hunts
  Daily scavenger hunts were available daily in the Children's Room with a different theme each week. Children reported how many scavenger hunt items they found to receive a small prize. In April, there were 4 scavenger hunts with over 175 participants.

- Colouring Sheets
  Every month, three colouring sheets are available for free in the Children's Room. In April, over 175 participated in the activity.

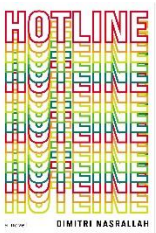
- Design Our Bookmark Contest
  In March, the theme for the monthly bookmark contest was: "Earth Day". The winning bookmark submission for March was designed by Rosalie, who drew a picture of things that are on the earth. Rosalie received a small prize package and her bookmark was handed out to all patrons at checkout.

  All bookmark submissions were on display in the Children's Room throughout the month. In April, the Bookmark Contest theme was "Rainy Day."

4. CVITP Income Tax Clinics
On Saturdays in March and April, the library hosted volunteer-run income tax clinics to assist low-income individuals in filing their taxes.



5. **Bill's Best Reads with William Thomas**
   Each month, we feature a different book hand-selected by local author William Thomas. Patrons are invited to participate by reading the month's selection. The April selection was The Light Between Oceans by M.L. Stedman.



6. **One eRead Canada**
   Un livrel/One eRead Canada brings people and libraries together from coast to coast to read or listen to a single title in both English and French and engage with each other about how it impacted them. This year's selection was Hotline by Dmitri Nasarallah. Patrons were invited to participate by checking out a digital copy on Libby or Hoopla during the month of April.

7. **One Book, One Niagara**
   On April 23, the library participated in the One Book, One Niagara event, which is sponsored by all thirteen Niagara library systems. Canadian author Kai Thomas discussed his debut novel, In the Upper Country.

8. Community Connect

On various dates in April, community partners booked a library table to promote their programs and services:

Apr. 2, 2024 – PC Works – Resume Refresh
Apr. 6, 2024 – Pflag Niagara
Apr. 9, 2024 – PC Works – Resume Refresh
Apr. 11, 2024 – Bridges – Registered Dietician
Apr. 15, 2024 – Birchway Niagara – Prevention and Education
Apr. 16, 2024 – PC Works – Resume Refresh
Apr. 17, 2024 – Service Canada
Apr. 17, 2024 – Bridges – Ontario Seniors Dental Care Program
Apr. 23, 2024 – PC Works – Resume Refresh
Apr. 26, 2024 – Bridges – Programs and Services
Apr. 30, 2024 – PC Works – Resume Refresh

OFF THE SHELF NEWSLETTER
MAY/JUNE 2024

PORT COLBORNE PUBLIC LIBRARY

310 King Street , Port Colborne, ON, L3K 4H1 | 905-834-6512
portcolbornelibrary.org | library@portcolborne.ca
@PortColborneLib | @PortColbornePublicLibrary

EMPOWER. ENRICH. EDUCATE.

SCRABBLE FOR SENIORS

Thurs. May 9 & June 13, 2 – 3:30 p.m.
How do you spell fun? S-C-R-A-B-B-L-E! Make words and make friends at the library. New and experienced Scrabblers welcome. For ages 55+. Pre-register. Free.

SENIORS' CRAFT CIRCLE

Tues. May 28 & June 25, 10 a.m. – 12 p.m.
Bring your own project and join the circle to enjoy a time of socializing and crafting. Don't have a project? Grab some supplies from our Craft Cart and get started! For ages 55+. Pre-register. Free.

DEMENTIA EDUCATION SERIES: NEXT STEPS & CARE ESSENTIALS

Wed. June 5, 12, 19 & 26, 2:30 – 4:30 p.m.
Join the Alzheimer Society for a 4-part learning series for individuals supporting a person living with dementia. This series will help care partners learn more about dementia, develop caregiving strategies, and become familiar with community resources and supports. Register by calling 905-687-3914. Free.

SELF CARE FOR STUDENTS WELLNESS FAIR

Wed. May 29, 4 – 5:30 p.m.
Feeling stressed about exams? Anxious about starting high school or post secondary? Drop by the Self Care for Students Wellness Fair at the Port Colborne Public Library and learn strategies and tips to help you prepare for exams and school transitions. There will be presentations, demos, and displays on topics such as exercise, breathing techniques, better sleep, healthy eating, study strategies, transitioning to high school, community resources, and much more! Sponsored by the City of Port Colborne Mayor's Youth Advisory Council with support from Bridges Community Health Centre and the Port Colborne Public Library. For ages 12 – 17. Drop-in. Free.

LEGO CLUB

Mondays, May 6, 13 & 27, June 3, 10, 17 & 24, 4 – 6 p.m.
Complete a challenge, follow a pattern, or use your imagination to make something new – however you like to build, you're sure to create something amazing at Lego Club!
For ages 8 – 12. Drop-in. Free.

FREE COMIC BOOK DAY

Sat. May 4, 9:30 a.m. – 4:30 p.m.
Grab a free comic book, become a superhero with our green screen photoshoot, and take home a fun craft to enjoy. Free comics sponsored by Sketchbook Comics. Available while supplies last.
All ages. Drop-in. Free.

EMERGENCY PREPAREDNESS WEEK

May 5 – 11

TEEN BOARD GAME NIGHT

Thurs. May 23 & June 27, 4:30 – 6:30 p.m.
It's game on at the library! Test your skills with our strategy, drawing, and word games or bring your favourite game to play. Come solo or with friends and get ready to roll!
For ages 13 – 17. Drop-in. Free.

HOLIDAY HOURS

Monday, May 20, 2024
(Closed for Victoria Day)

PORT COLBORNE PUBLIC LIBRARY

MAY IS ASIAN HERITAGE MONTH

Celebrate Asian Heritage Month with us!
Browse our display of books by Asian authors.

CHILDREN'S PROGRAMS

STORY TIME WITH SHELLY

Saturdays, May 4, 11, 18 & 25, June 1, 8, 15, 22 & 29, 10:30 – 11:30 a.m. Meet us in the Children's Room for a fun, free, family story time. All ages. Drop-in. Free.

BABY TIME

Tuesdays, May 14, 21 & 28, June 4 & 11, 10:15 – 10:45 a.m.
Meet new friends, sing songs, and enjoy stories with your little one. For ages 0 to 2. Pre-register. Free.

TOT TIME

Thursdays, May 2, 9, 16, 23 & 30, 10 – 10:45 a.m.
Enjoy play time, colouring, and stories. For ages 2 to 5 with a parent, grandparent, or caregiver. Pre-register. Free.

BOOKMARK CONTEST

Submit a bookmark design for a chance to be our featured artist for the month. Available in the Children's Room. Free.

May Theme: Ocean
Submissions due: May 31, 2024

June Theme: Forest Friends
Submissions due: June 29, 2024

Congrats to our April winner, Rosalie!
Rosalie drew a beautiful picture of things that are on the earth for our Earth Day theme.

SCAVENGER HUNTS

Find the scavenger hunt items and win a small prize. This program runs in the Children's Room every day with a new theme each week. Drop-in. Free.

May 5 – 11	Emergency Preparedness Week	May 26 – June 1	Gardening
		June 2 – 8	Camping
May 12 – 18	Solar System	June 9 – 15	BBQ
May 19 – 25	Fireworks	June 16 – 22	Beach
		June 23 – 29	Ice Cream

PD DAY ACTIVITY: OUTDOOR STORY TIME

Fri. June 7, 10 – 11 a.m.
Meet us by the Library Park for an outdoor story time. Enjoy time in nature with good books! Children must be accompanied by a parent or guardian. All ages. Drop-in. Free.

DUNGEONS & DRAGONS

Tues. May 14 & June 11, 4:30 – 6:30 p.m.
Only the bravest adventurer can survive the Sword Coast! For ages 13 – 17. Pre-register. Free.

TD SUMMER READING CLUB

Registration for the TD Summer Reading Club opens **Mon. June 17 at 9:30 a.m.** Read books and collect prizes all summer long! For ages 0 – 12. Pre-register. Free. Stay tuned for our Summer Reading Flyer!

MOTHER'S DAY CARD TAKE & MAKE

Available starting Mon. May 6
Pick up a kit and make a beautiful card to show your love for mom, grandma, or loved one. While supplies last. Free.

FATHER'S DAY CARD TAKE & MAKE

Available starting Mon. June 3
Pick up a kit and make a sweet card to show your love for dad, grandpa, or loved one. While supplies last. Free.

PORT COLBORNE PUBLIC LIBRARY

JUNE IS PRIDE MONTH

Celebrate Pride Month with us! Check out an LGBTQIA+ book from our collection and #ReadWithPride.

ADULT PROGRAMS

PORT COLBORNE PUBLIC LIBRARY BOOK CLUB

Mon. May 13, 1:30 – 2:30 p.m.
Join us for a discussion of **The Evening Chorus** by Helen Humphreys. Limited spaces. Pre-register. Free.

Mon. June 10, 1:30 – 2:30 p.m.
Join us for a discussion of **Sparks Like Stars** by Nadia Hashimi. Limited spaces. Pre-register. Free.

ART IN THE ATRIUM

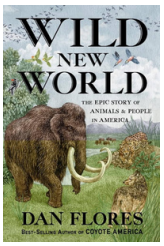
May: Esa Studio Art

Esa's artwork covers a wide range of subjects, from city scenes to the Great Lakes to seascapes. He has always had an affinity for Ontario's beautiful forests and rivers, which is reflected in his tranquil landscape paintings.

June: Lakeshore Catholic High School

We're excited to welcome artists from LCHS! Support these talented teens by visiting their show. Don't forget to sign the guestbook!

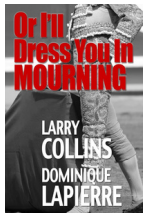
BIG LIBRARY READ



May 9 – 23
Discover the history of animals and humans co-existing in the latest #BigLibraryRead! Borrow **Wild New World** by Dan Flores from May 9 – 23, no waitlists or holds, through Libby.

BILL'S BEST READS WITH WILLIAM THOMAS

Read a title hand-selected by local author William Thomas.



May: **The Cider House Rules** by John Irving

June: **Or I'll Dress You in Mourning** by Dominique Lapierre and Wilkie Collins

SUBSCRIBE

Subscribe to our monthly newsletter by visiting our website.

SECRETARIAT'S JOCKEY, RON TURCOTTE

Mon. May 27, 1:30 – 3 p.m.
Join us for a screening and discussion of the documentary film **Secretariat's Jockey, Ron Turcotte** (2013, 74 min). The film explores the thrilling and dangerous world of horseracing. Pre-register. Free.

STANDING ON THE LINE

Mon. June 24, 1:30 – 3 p.m.
Join us for a screening and discussion of the documentary film **Standing on the Line** (2018, 80 min). The film takes a fresh look at gay and lesbian athletes, who share their experiences with the camera. They've set out to overcome prejudice in the hopes of changing things for the athletes of tomorrow. Pre-register. Free.

PORT COLBORNE PUBLIC LIBRARY

EMPOWER. ENRICH. EDUCATE.

Learn more about services and programs offered by local community support groups. Drop-in. Free.

COMMUNITY CONNECT

Resume Refresh with PC Works

Tuesdays, May 7, 14, 21 & 28, June 4, 11, 18 & 25, 10 a.m. – 12 p.m.

Bring in a paper or digital copy of your resume and get tips on how to improve it. Don't have a resume yet? PC Works can help get you started.

Ontario Seniors Dental Care Program

Wed. May 29 & June 19, 10 – 11:30 a.m.

The ODSCP is a free dental care program for low-income seniors (65 and older). Stop by to learn how to enroll. For other dental assistance questions, call Valerie Wehlann from Bridges at 905-871-7621 ext. 2245

Speak with a Registered Dietician

Thurs. May 2 & June 6, 10:30 a.m. – 12 p.m.

Have questions about nutrition and diet? Speak with Christina, a Registered Dietician and Diabetes Educator from Bridges Community Health Centre.

Bridges Community Health Centre Programs & Services

Tues. May 28, 1 – 3 p.m. and Thurs. June 27, 10 a.m. – 12 p.m.

Learn about free programs and services offered by Bridges CHC with Health Promoter Lori.

PFLAG Niagara

Sat. May 11 & June 1, 11:30 a.m. – 1:30 p.m.

Wondering about pronouns?
Struggling to keep track of the letters in 2S&LGBTQQIA+? Maybe you have questions but aren't sure if you'll say the right thing or use the correct terms. Pflag Niagara is here for you!
June is Pride Month! All are welcome to stop by, ask questions, and chat with us.

Service Canada

Wed. May 15 & Tues. June 19, 10 a.m. – 1 p.m.

Service Canada will be at your library to help you apply for programs and services including: Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance (EI), Social Insurance Number (SIN), and My Service Canada Account (MSCA).

Alzheimer Society Niagara Region

Wed. June 5, 2:30 – 4:30 p.m.

Alzheimer Society supports individuals living with dementia and their loved ones and caregivers. Whether you want to learn more about the programs and services they offer or find dementia-related information specific to your needs, the Alzheimer Society has the education and resources to help you.

Birchway Niagara (Formerly Women's Place)

Mon. May 13 & June 17, 10 a.m. – 12 p.m.

Learn about communication, boundaries, safety planning, and healthy relationships. Learn how to help someone who may be experiencing abuse.

OFF THE SHELF NEWSLETTER
MAY/JUNE 2024

PORT COLBORNE PUBLIC LIBRARY

Need one-on-one tech help?
Book a Tech Time appointment with our friendly staff to help answer basic questions and provide step-by-step instruction on devices. Call us to learn more: 905-834-6512.

E-RESOURCES

FREE WITH YOUR LIBRARY CARD AND PIN

OUR DIGITAL WORLD

ODW provides open access to heritage collections from public and academic libraries, archives, museums, historical societies, women's institutes, newspaper publishers, and community organizations.

OurDigitalWorld

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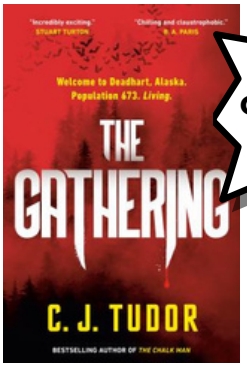
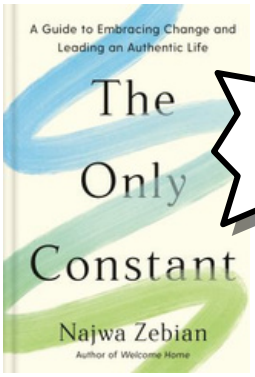


CHRISTINE'S PICK

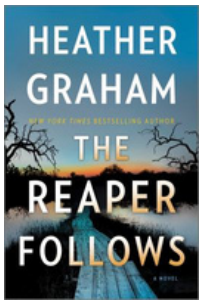
NICK'S PICK

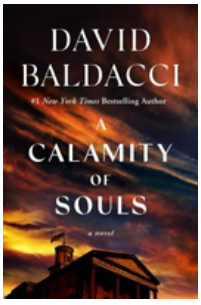


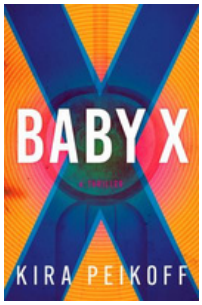
KYLA'S PICK

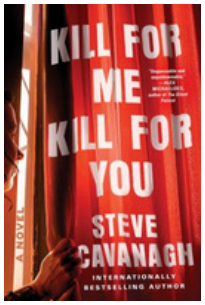
NEW LIBRARY MATERIALS

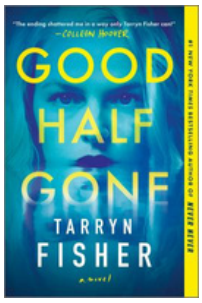
ADULT FICTION BOOKS



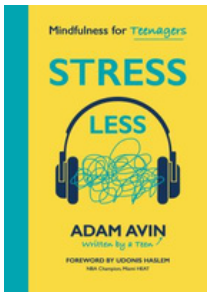


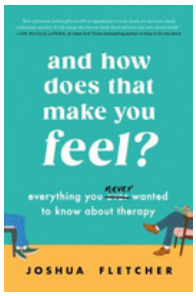


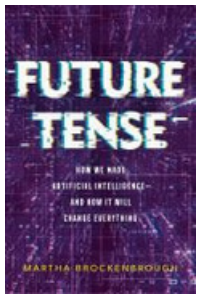


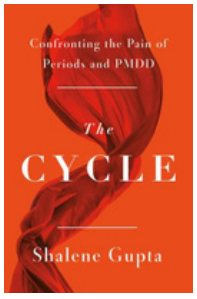


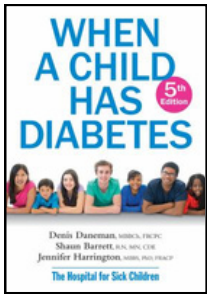
ADULT NON-FICTION BOOKS



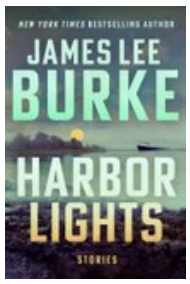


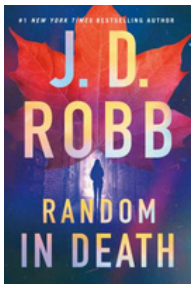


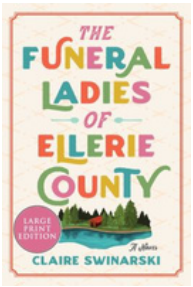




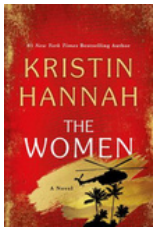
LARGE PRINT BOOKS

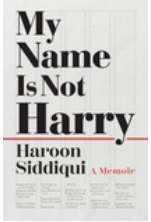


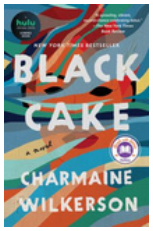




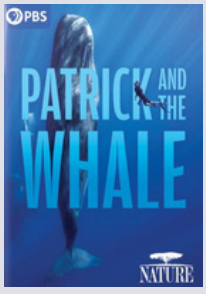
BOOK CLUB SETS — AVAILABLE THROUGH LINC





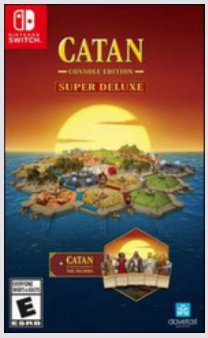


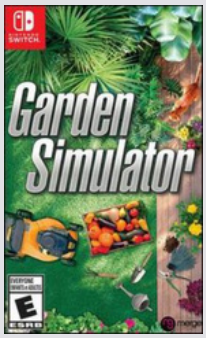
DVDS

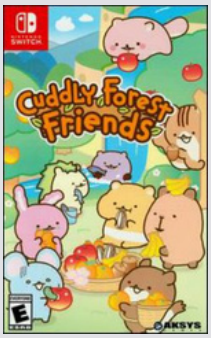


COLLECTION SPOTLIGHT

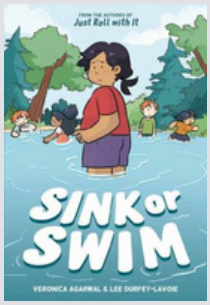
NINTENDO SWITCH GAMES

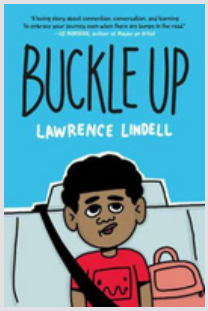


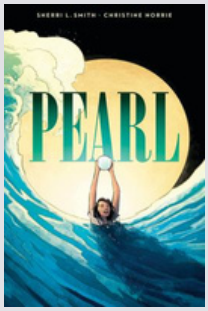


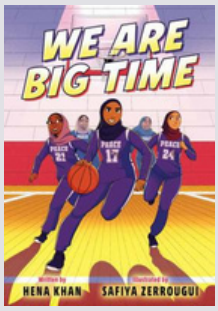


GRAPHIC NOVELS

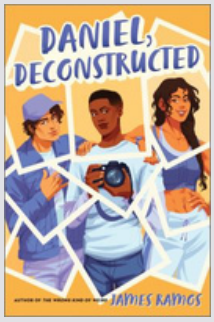


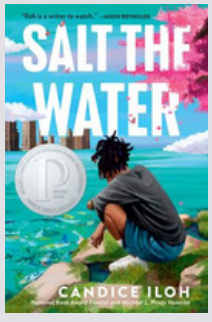


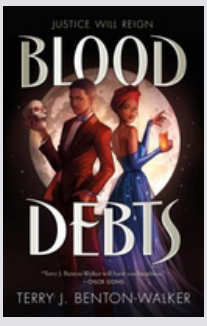




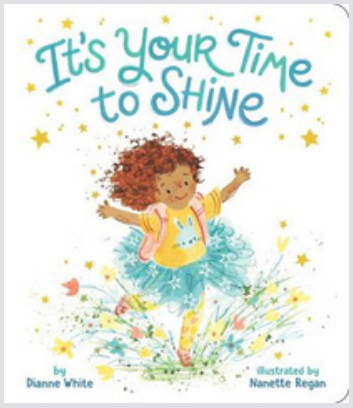
YOUNG ADULT FICTION

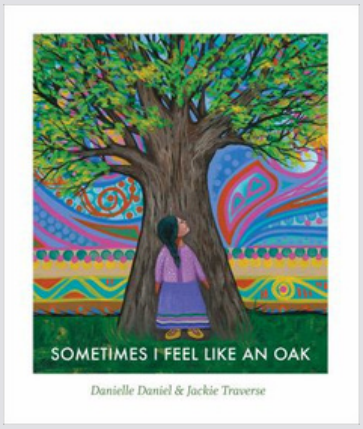


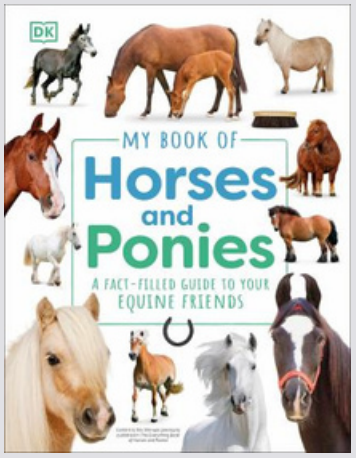


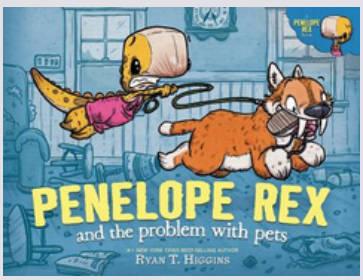


IN THE CHILDREN'S ROOM









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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2 **10 – 10:45** Tot Time **10:30 – 12** Registered Dietician	3	4 **9:30 – 4:30** Free Comic Book Day **10:30 – 11:30** Story Time
5	6 **4 – 6** Lego Club	7 **10 – 12** Resume Refresh	8 **10 – 11:30** OSDCP	9 **10 – 10:45** Tot Time **2 – 3:30** Scrabble for Seniors	10	11 **10:30 – 11:30** Story Time **11:30 – 1:30** PFLAG
12	13 **10 – 12** Birchway Niagara **1:30 – 2:30** Book Club **4 – 6** Lego Club	14 **10 – 12** Resume Refresh **10:15 – 10:45** Baby Time **4:30 – 6:30** D&D	15 **10 – 1** Service Canada	16 **10 – 10:45** Tot Time	17	18 **10:30 – 11:30** Story Time
19	20 **Closed for Victoria Day**	21 **10 – 12** Resume Refresh **10:15 – 10:45** Baby Time	22	23 **10 – 10:45** Tot Time **4:30 – 6:30** Board Game Night	24	25 **10:30 – 11:30** Story Time
26	27 **1:30 – 3** Doc Films **4 – 6** Lego Club	28 **1 – 3** Bridges **10 – 12** Resume Refresh **10:15 – 10:45** Baby Time **10 – 12** Craft Circle	29 **10 – 11:30** OSDCP	30 **10 – 10:45** Tot Time	31	

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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1 **10:30 – 11:30** Story Time **11:30 – 1:30** PFLAG
2	**3** **4 – 6** Lego Club	**4** **10 – 12** Resume Refresh **10:15 – 10:45** Baby Time	**5** **2:30 – 4:30** Alzheimer Society **2:30 – 4:30** Dementia Education pt. 1	**6** **10:30 – 12** Registered Dietician	**7**	**8** **10:30 – 11:30** Story Time
9	**10** **1:30 – 2:30** Book Club **4 – 6** Lego Club	**11** **10 – 12** Resume Refresh **10:15 – 10:45** Baby Time **4:30 – 6:30** D&D	**12** **2:30 – 4:30** Dementia Education pt. 2	**13** **2 – 3:30** Scrabble for Seniors	**14**	**15** **10:30 – 11:30** Story Time
16	**17** **9:30** TDSRC Opens **10 – 12** Birchway Niagara **4 – 6** Lego Club	**18** **10 – 12** Resume Refresh **10 – 1** Service Canada	**19** **10 – 11:30** OSDCP **2:30 – 4:30** Dementia Education pt. 3	**20**	**21**	**22** **10:30 – 11:30** Story Time
23	**24** **1:30 – 3** Doc Films **4 – 6** Lego Club	**25** **10 – 12** Resume Refresh **10 – 12** Craft Circle	**26** **2:30 – 4:30** Dementia Education pt. 4	**27** **1 – 3** Bridges Programs & Services **4:30 – 6:30** Board Game Night	**28**	**29** **10:30 – 11:30** Story Time

NIAGARA-ON-THE-LAKE Local

Beststelling author Kai Thomas visits for One Book, One Niagara

Mike Balsom
about 2 hours ago

1 / 8 Moderator Patty Krawec and author Kai Thomas discuss the history behind Thomas' book 'In the Upper Country'. | Mike Balsom

Listen to this article
00:06:49

Readers from across Niagara came together at Welland Centennial Secondary School Tuesday, to hear Ottawa-born Afro-Canadian author Kai Thomas discuss his debut novel *In the Upper Country*.

It was the second year for the One Book, One Niagara initiative, a region-wide book club aimed at connecting residents across the region through the shared experience of reading the same book. All13 library systems in Niagara, including those at Brock University and Niagara College, participate in the program.

Kelly Spence, marketing and outreach coordinator for the Lincoln Pelham Public Library, was one of the organizers who brought together Thomas and moderator Patty Krawec, an Anishinaabe and Ukrainian writer originally from Lac Seul First Nation and the author of the book *Becoming Kin*, for the culminating book club event.

The evening began with a performance by the local Indigenous women's group the Strong Water Singers, of which Krawec is a member. They sang two traditional songs honouring the elements and snake medicine.

Then Kerry Goring, Krawec's co-host of the Medicine for the Resistance podcast, performed a ritual pouring of libations, designed to welcome the spirits of the audience's ancestors into the space for the evening.

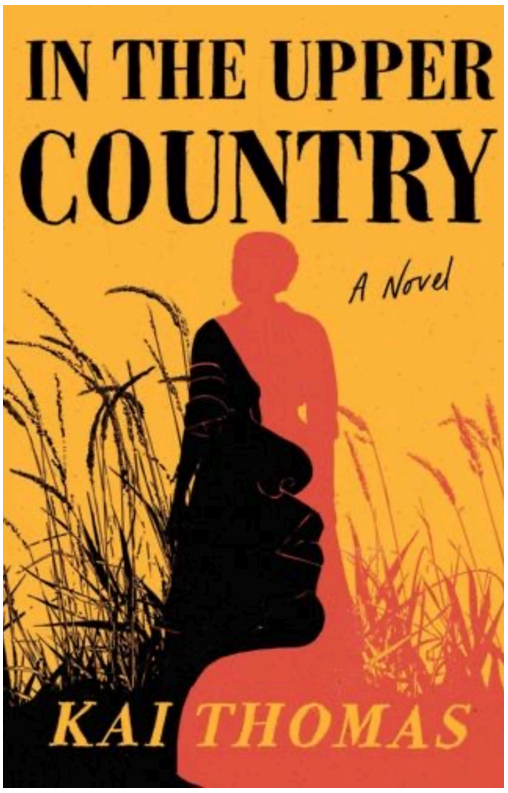
That was followed by an hour-long conversation between Krawec, a Niagara Falls resident who spent her toddler years living with her family on a Niagara-on-the-Lake farm, and Thomas, about his book that focuses on the conversation between two women in a Canadian town populated by people who have fled enslavement during the 1800s.

Spence explained that, as for last year's book *Care Of* by Ivan Coyote, the work chosen for One Book, One Niagara has to be by a Canadian author, be recently published and available as an audiobook, e-book and in large-print formats. It also must appeal to the broadest possible audience, including readers of varying ages, literacy levels and life experiences, and readily generate discussion and an exchange of ideas.

"The staff from all the libraries suggest titles and we create a shortlist," explained Spence. "We look for books that fit our criteria. Kai's book focuses on a history that many people might not know. It deals with freedom seekers and Indigenous histories, which we have so much of here in Niagara."

In the Upper Country lays bare the intertwining of those two long-marginalized cultures in the period between the War of 1812 and the American Civil War.

"You see the similarities and the unique differences," Spence told The Local. "You see how they are both tied to the land and how both groups were forced to lose their connection to the land. It's beautifully woven together in the book"



Kai Thomas' novel 'In the Upper Country' is published by Viking Press, an imprint of Penguin Canada. . Supplied

Thomas' novel also focuses on another common thread between the two communities - the oral storytelling tradition passed down from generation to generation.

"One of those traditions is the griot tradition of West Africa," Thomas told The Local before the start of the event. "I tried to locate myself within that tradition as a storyteller to a certain extent. That tradition tells the past by referencing real events while using allegory and other storytelling techniques."

"I'm all about excavating these stories that we were never told," added Krawec. "It's about unforgetting the history. What I love about Kai's book is how he excavates and tells these stories in a fictional setting that allows you to connect emotionally."

Kai told the audience it was an old photograph of a man named John 'Daddy' Hall, whose father was Mohawk and mother was African, that inspired *In the Upper Country*.

"He was involved in the War of 1812 and his life spanned the entire 19th century," said Thomas. "He was in the Upper Canada Rebellion, the Underground Railroad, all of these different chapters of history. His life story guided me."

Hall is not one of the protagonists of *In the Upper Country,* however. Set around the time of the American Civil War, the conversations between the journalist Lensinda and a woman named Cash, jailed for the murder of a slave hunter in a largely Black Canadian community across the river from Detroit, Michigan, are the vehicle used by Thomas to relate the history of the time.

The two begin an awkward, tense relationship during which they trade stories back and forth, encompassing the hardships faced by them and their ancestors.

Krawec did not shy away from discussing the concept of Indigenous complicity in the slave trade with early French settlers in and around colonial Detroit. It is one of the more fraught aspects of the relationship between Indigenous peoples and the formerly enslaved through the 1700s and 1800s depicted in Thomas' novel.

"The French in Detroit also enslaved Indigenous people," added Thomas. "For me, the question became what was going on, how did they fight back? How were people interacting culturally, and what systems began to emerge? I had never seen that depicted in film, or read it in literature."

Admitting that relationships between the two cultures have always been complicated, Krawec pointed out that those complications are likely her favourite part of *In the Upper Country*.

"Those difficult parts of our relationships are still a part of our lives today," Krawec said. "I really appreciated that in the book. Fiction teaches us how to be human and how to get along with each other."

The two demonstrated a mutual appreciation of each other and their work. Thomas complimented Krawec's *Becoming Kin* multiple times, while Krawec went on to express her love of the non-linear narrative style used by Thomas throughout *In the Upper Country*.

"That may just be the product of me being a Millennial who watches way too many YouTube videos," joked Thomas.

Thomas' novel has struck a chord across Canada. *In the Upper Country* has become a national bestseller, won the 2023 Writers' Trust Atwood Gibson Prize, was shortlisted for the Governor General's Award for Fiction and was long listed for the 2024 Walter Scott Historical Fiction Award.

Thomas signed copies of his book for many audience members outside the auditorium following the on-stage discussion.

"It's been an incredible honour to get the good reviews, the awards and the mentions," Thomas said. "I had no idea what to expect. I love these events where I can hear from different people how the book lands for them. It's a privilege to put something like this out into the world and have it be a catalyst for different conversations."

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Have a story idea? **Letter to the editor** **Report a mistake**

About the Author: **Mike Balsom**

With a background in radio and television, Mike Balsom has been covering news and events across the Niagara Region for more than 35 years
Read more

The TOWNSHIP of WAINFLEET

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May 1, 2024

The Honourable Neil Lumsden
Minister of Tourism, Culture and Sport
Minister.Lumsden@ontario.ca

Sam Oosterhoff, MPP Niagara West
Parliamentary Assistant to the Minister of Tourism, Culture and Sport
sam.oosterhoffco@pc.ola.org

Local Area Municipalities

Local Area Libraries

SENT ELECTRONICALLY

Re: Public Libraries and Older Adults

Please be advised that at its meeting of April 30, 2024, the Council of the Corporation of the Township of Wainfleet passed the following motion:

> "**WHEREAS** Niagara Region and, specifically Wainfleet, has a significant aging cohort, particularly vulnerable to isolation in the digital world; and
>
> **WHEREAS** the role of local libraries is definitely that of a community hub, offering numerous educational and socializing opportunities for all ages; and
>
> **WHEREAS** the provincial funding model has remained unchanged for over 25 years and restricts "library growth and potential"; and
>
> **WHEREAS** while we are respectful of Seniors Community Grants, today's economic realities suggest libraries are in need of a funding increase;
>
> **NOW THEREFORE BE IT RESOLVED** that Correspondence item C165 respecting Public Libraries and Older Adults be received and supported; and
>
> **THAT** the Township of Wainfleet hereby calls upon the Province of Ontario to review its funding formula for Public Libraries."
>
> Should you have any questions, please contact me at achrastina@wainfleet.ca or 905-899-3463 ext. 224.

Regards,

A Chrastina

Amber Chrastina
Deputy Clerk

Attachment: Correspondence item C165

Subject: RE: Council Correspondence

From: Lorrie Atkinson <LAtkinson@wainfleetlibrary.ca>
Sent: April 11, 2024 2:13 PM
To: Amber Chrastina <AChrastina@wainfleet.ca>
Subject: Council Correspondence

Hi Amber,
We discussed this at our April 10, 2024 Library Board Meeting , would you please include for correspondence at the next Council meeting.

https://www.wellandtribune.ca/opinion/contributors/public-libraries-foster-feelings-of-social-connectedness-for-older-adults/article_4bded397-c389-5f70-b55f-3e97f2cfe854.html

Thanks,
Lorrie

Regards,
Lorrie Atkinson,
CEO/Chief Librarian
Wainfleet Township Public Library
31909 Park St., P.O.Box 118,
Wainfleet, On L0S 1V0
(t)905-899-1277 x280
(f)905-899-2495

www.wainfleetlibrary.ca

https://www.thespec.com/opinion/contributors/public-libraries-foster-feelings-of-social-connectedness-for-older-adults/article_4a3f12fa-9eff-549e-b68e-9e60f2c12510.html

CONTRIBUTORS OPINION

Public libraries foster feelings of social connectedness for older adults

Older adults hold an intimate relationship with their public library branch — a relationship that typically spans the course of their lives.

THE HAMILTON SPECTATOR

By **Nicole Dalmer**

Apr 9, 2024

Article was updated Apr 9, 2024

Public libraries foster feelings of social connectedness, not only due to the range of materials, programs and services, but because they also serve as places for discovering and accessing resources, enabling lifelong learning and fostering community relationships, Nicole Dalmer writes.
John Rennison The Hamilton Spectator file photo

Carla Hayden, the 14th Librarian of Congress, proclaimed “there is a hunger in this digital age … to participate in programs, to just be in a place, a community space.”

Public libraries play a crucial role in building our understandings of community and connecting us to community. My own work looks at the role of public libraries as very crucial, but sometimes overlooked, spaces of social connection in later life.

In stepping back and thinking more broadly about the public library and its capacity for supporting social connections in later life, I’ve been thinking about local public library branches as important third places — drawing on Ray Oldenburg’s popular book “The Great Good Place.” Third places, such as parks, gyms, coffee shops, museums and libraries are places distinct from the home (a first place) or work environments (a second place), where social connections and community building can be fostered. In other words, third places are spots where we exchange ideas, have a good time and build relationships.

As part of my research, I interviewed 51 older adults living in Ontario who frequented their local public library, asking them questions to better understand the many roles the public library has played, and continues to play, in their everyday lives.

My research was in response to the International Federation on Ageing's statement that "the No. 1 emerging issue facing older adults in Canada is keeping older people socially connected and active." Between 19 and 24 per cent of older people in Canada experience some level of isolation. Social isolation occupies an increasingly important place in conversations surrounding aging in Canada, in part due to the COVID-19 pandemic that exacerbated feelings of social isolation and in part due to social isolation's negative impact on older adults' physical and mental health, including reduced quality of life, premature mortality, depression, as well as increased risk for falls, cardiovascular disease and dementia.

Socially isolated older adults often have poorer health outcomes and more complex support needs and therefore require access to a complement of community-based supports — such as public libraries — to thrive.

As I learned from the 51 older adults who shared their experiences of engaging with their public library, it became clear that participants hold an intimate relationship with their public library branch — a relationship that typically spans the course of their lives. The library was often referred to as an "old friend" or a "trusted friend."

Public library branches foster feelings of social connectedness, not only due to the range of materials, programs, services and spaces that can be used without expectation of payment or any pre-existing level of knowledge. Public libraries also serve as trusted third places for discovering and accessing resources, enabling lifelong learning and fostering community relationships.

As voiced by so many individuals who took part in my study, public library offerings connect older library patrons with other people and other ideas, events and other services. Libraries were also spaces with free access to washrooms, places to keep cool in the summer and warm in the winter, and important places where older adults knew they could stop along their daily walking route.

Participants felt connected to library staff. This was especially so for those older adults living in rural areas, where staff knew them by name and could offer reading recommendations based on what the patrons had checked out in the past. Interestingly, older adults shared they felt connected to their community while in their library, even if they didn't actually interact with other people. Merely being in the presence of others (whether staff or other patrons) was sufficient to feel socially included and connected.

Public libraries also nurture social connection through intergenerational connections. Intergenerational library programs (movie nights, music classes, book clubs, knitting clubs and the like) are places where different generations can meet, interact and build relationships — bridging generational perspectives and experiences.

So when we're thinking about how to support social inclusion among older adults, it's important to consider those third places, such as public library branches, that can be crucial sites that foster, inspire and encourage feelings and experiences of social connection and social inclusion.

Nicole Dalmer is an assistant professor with the Department of Health, Aging and Society at McMaster University, an associate director of the Gilbrea Centre for Studies in Aging and a volunteer with the Hamilton Council on Aging. For more information or to donate to the Hamilton Council on Aging, visit coahamilton.ca.

REPORT AN ERROR **JOURNALISTIC STANDARDS** **ABOUT THE TRIBUNE**

General Gift Acceptance

Policy Number: **FR-01**
Initial Policy Approval Date: **Nov. 2019**
Last Review/Revision Date: **2024**
Year of Next Review: **2028**

The Port Colborne Public Library welcomes and encourages contributions from individuals, groups, foundations, and businesses for the purpose of enhancing and enriching the programs and services that the library provides for the people of Port Colborne. This policy sets out the requirements for general gift acceptance in accordance with the library's charitable status.

Section 1: Ethics and Definitions

1. Port Colborne Public Library is committed to the highest ethical standards of philanthropy, financial accountability, and development practice as articulated in the Donor Bill of Rights (See Appendix A) and Code of Ethical Fundraising and Financial Accountability.

2. The Canada Revenue Agency defines a donation as a voluntary transfer of property to the library made without the expectation that any benefit will accrue to the donor.

Section 2: Types of Gifts

1. The library accepts the following types of contributions:
    a) books, manuscripts and other printed material
    b) audio visual material
    c) art and photographic works of archival significance
    d) material of significance for local history and genealogy
    e) equipment
    f) toys
    g) cash
    h) other in-kind gifts or services
    i) property of significant value, such as real estate
    j) transfers of securities
    k) planned gifts such as bequests or gifts of life insurance.

Section 3: Acceptance of Donations

1. The library evaluates all donations and accepts only those which it feels align with the mission, values, and standards of the library.

2. Donations will become the exclusive property of the library and must be clear and unencumbered when given. The library may accept conditions on the use and/or disposition of donations only where it deems the proposed conditions to be reasonable and feasible.

3. While honouring the wishes of donors as appropriate, the library reserves the right to use the donation in the best interest of the library, and shall make decisions regarding the investment, disposition, and eventual disposal of all donations.

Attached:

- Appendix A: Donor Bill of Rights (used with permission)

Related Documents:

- Port Colborne Public Library. OP-04: Collection Development Policy

Appendix A: A Donor Bill of Rights

Donor Bill of Rights

To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the library, we declare that all donors have these rights:

a) To be informed of the library's mission, of the way the library intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.

b) To be informed of the identity of those serving on the library's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.

c) To have access to the library's most recent financial statements.

d) To be assured their gifts will be used for the purposes for which they were given.

e) To receive appropriate acknowledgement and recognition.

f) To be assured that information about their donation is handled with respect and with confidentiality to the extent provided by law.

g) To have the opportunity for their names to be deleted from mailing lists that an organization may intend to share.

h) To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

*Adapted from Association of Fundraising Professionals – AFP Donor Bill of Rights. Used with permission. https://afpglobal.org/donor-bill-right

The Donor Bill of Rights was created by the Association of Fundraising Professionals (AFP), the Association for Healthcare Philanthropy (AHP), the Council for Advancement and Support of Education (CASE), and the Giving Institute: Leading Consultants to Non-Profits. It has been endorsed by numerous organizations.

Fundraising Administration

Policy Number: **FR-02**
Initial Policy Approval Date: **Nov. 2019**
Last Review/Revision Date**: 2024**
Year of Next Review: **2028**

This policy sets out the requirements for administration of fundraising including the research of prospective donors to the Port Colborne Public Library, the collection of personal data, gift processing, and recognition.

Section 1: Research

1. All research undertaken by the library on current and potential donors will be limited to its funding development process and no other purpose.

2. Research methods will respect the individual's right to privacy and information will be acquired only through publicly available sources. Anecdotal information will be included in a donor file only if it can be corroborated with a public source.

Section 2: Donor Records

1. The library will maintain records of all donations, the contents of which will be protected by current privacy legislation (Municipal Freedom of Information and Protection of Privacy Act), and in accordance with the Donor Bill of Rights (FN-01: Appendix A).

2. Donors' names and contact information will not be sold, leased, rented, or shared in any way with parties outside the library.

Section 3: Official Receipts for Tax Purposes

1. Receipts will be issued in accordance with the library's charitable status for all monetary contributions.

2. Receipts for tax purposes will be issued for all qualifying non-cash contributions deemed at fair market value. It is the donor's responsibility to provide a written appraisal from a reputable establishment for in-kind donations with fair market value

over $900. Gifts in kind with a fair market value of less than $900 need not be accompanied by a professional appraisal; however, the library reserves the right to require an expert opinion on the value of the gift before issuing a receipt.

Section 4: Gift Recognition

1. The library is pleased to recognize all donations and extend thanks to all donors for their generosity. The library will strive to acknowledge all gifts within 48 hours by phone or email, and issue thank-you letters within 10 working days of receipt of donations. An official receipt for tax purposes will accompany each letter.

2. Wherever possible:
    a) gifts of under $500 will be personally acknowledged by the CEO, and
    b) gifts of over $500 will be personally acknowledged by the board chair.

3. All donations may be listed in library publications, including the website, as appropriate.

4. The library respects a donor's right to make an anonymous gift.

Section 5: Naming Rights

1. From time to time, the library may offer the opportunity for significant philanthropic investment in the library infrastructure to ensure the sustainability of excellent library service in the community. The library board has the authority to recognize significant contributions by naming library services or facilities in honour of its benefactors.

2. Naming opportunities are subject to funding agreements that satisfy specific donation levels deemed appropriate to the project costs and arrangements for payment.

3. The library board reserves the right to remove a donor's name should that individual or organization fail to exemplify the attributes of integrity and civic leadership expected of this honour.

Related Documents:

- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Partnership and Sponsorship

Policy Number: **FR-03**
Initial Policy Approval Date: **June 2014**
Last Review/Revision Date: **Nov. 2019, 2024**
Year of Next Review: **2028**

The Port Colborne Public Library welcomes and encourages a broad base of support from various sources such as the business community, to fulfill its mission. This policy sets out the requirements for business partnerships and sponsorships.

The library's sponsorship policy has been developed within the framework provided by the Canadian Library Association's Position Statement on Corporate Sponsorship Agreements in Libraries (June 21, 1997). See Appendix I.

Section 1: Definitions

1. A **sponsorship** is a mutually beneficial exchange between the library and an external organization (hereinafter the 'sponsor') whereby the sponsor contributes funds, products or in-kind services to the library in return for recognition, acknowledgement, or other promotional or marketing considerations.

2. Canada Revenue Agency states that **charitable receipts** may not be issued for sponsorships where the sponsor receives a benefit such as advertising or promotion in return for the donation. However, the Library will issue an appropriate numbered receipt to its business partners for tax purposes.

3. A **philanthropic gift or donation** is an arrangement where a donor contributes cash and/or in-kind goods or services to the library without expectation or requirement of a reciprocal benefit. While most donors expect some form of recognition as a result of their gift, the recognition is marginal in value relative to the value of the gift as defined by the Canada Revenue Agency.

Section 2: Library Principles and Conditions of Sponsorship

1. The Port Colborne Public Library is a cornerstone of the community. Sponsorships must not undermine the integrity of the non-commercial public space that the library provides.

2. The library negotiates partnerships with, and may accept support from, the business community in ways that will benefit and recognize the supporting companies while enabling the library to better achieve its mission without compromising its principles. The library recognizes that companies support the library not only out of a desire to be good community members, but also with a hope of a return or benefit to the company.

3. The library does not accept any support that implies or requires endorsements of products.

4. The library does not accept any cash or gift of property, pledge of support or non-cash gift or services, or enter into any partnership with any company or other organization that produces goods or services that may be considered harmful or illegal for certain members of the community.

5. The library does not accept any kind of support from any company or organization that, in the judgment of the library, exploits certain members of the community in its product lines, advertising, marketing, and workforce or in any other way.

6. The library at all times maintains an independent position on issues and concerns. The library will not permit sponsors to have any impact on the policies and practices of the library or information provided by the library (i.e., materials selection, purchasing, or web content) or to influence or alter the basic goals and objectives of library services.

7. The library accepts support for collections, programs and services only when the content is to be determined by the library.

8. The library will protect its principle of intellectual freedom and equity of access to its programs, services and collections.

9. The library will protect the confidentiality of user records.

10. The library will not seek or accept sponsorships for services targeted to children from companies whose products cannot legally be sold or distributed to children or from companies whose products are inappropriate for use by children.

11. The library will not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs.

12. Acceptance of corporation support will take the form of a written agreement signed by representatives of the sponsoring organization and authorized representatives of the library. This agreement will define the terms of the sponsorship and any recognition to be provided to the sponsor.

Section 3: Sponsorship Agreement

1. Sponsorship arrangements with the library will be confirmed in a written agreement that outlines the responsibilities and deliverables for all parties involved including the terms of the sponsorship, a set time period, any recognition to be provided to the sponsor, and the library's right to terminate the agreement.

2. A sponsor may not limit the library's ability to enter into other sponsorships.

3. A formal agreement may not be required for simple transactions involving in-kind donations of good (e.g., prizes and incentives for the Summer Reading Club, March Break, and refreshments for customer appreciation events).

4. The library reserves the right to terminate an existing sponsorship should conditions arise during the life of the sponsorship that result in a conflict with this policy, or the sponsorship no longer supports the best interests of the library.

5. The library board has the right to refuse an offer of sponsorship, which is deemed inappropriate or incompatible with the mission, goals or best interests of the library.

6. The right to refuse and/or terminate corporate contributions extends to support of third-party fundraising for which the proceeds are designated to benefit the library.

Section 4: Recognition of Support

1. Recognition for major corporate support will be developed in cooperation with the corporate donors and will be consistent with the level of support and the library's mission and purpose, and will be meaningful for both the supporting companies and the library.

2. The library's intangible intellectual assets, including its name and likeness, will be protected at all times. Corporate partners will not be permitted to use the library's name for commercial purposes or in connection with the promotion of any product.

3. Official receipts for tax purposes will be issued as appropriate and according to CRA guidelines.

Attached:

- Appendix A: Canadian Library Association's Position Statement on Corporate Sponsorship Agreements in Libraries (June 21, 1997)

Appendix 1: Canadian Library Association's Position Statement on Corporate Sponsorship Agreements in Libraries (June 21, 1997)

Canadian Library Association / Association canadienne des bibliothèques Position Statement on Corporate Sponsorship Agreement in Libraries

Approved by Executive Council ~ June 21, 1997

Libraries enrich lives, provide information needed for work and daily living, and foster informed communities which are essential to a democratic society. In recognition of this important function, communities support libraries through public funding. The library's first priority is to ensure the continuation and growth of this primary relationship -- public funding for the public good.

CLA encourages and supports advocacy to maintain and develop public funding as the principal source of support for public, school, academic and government libraries.

Publicly funded libraries can and do explore other sources of funding, such as grants, gifts, donations, partnerships and sponsorships, to ensure that they provide the best possible services to their communities. Corporate sponsorships are one source of additional support that allows libraries to enhance the level, extend the range, or improve the quality of library service.

To ensure that partnerships enhance the library's image and add value to library services, libraries need to develop policies and sponsorship agreements that outline the conditions and the benefits of the sponsorship arrangement.

CLA believes that the following principles are important in developing sponsorship policies and agreements. Libraries have a responsibility to:

1. Demonstrate that sponsors further the library's mission, goals, objectives and priorities, but do not drive the library's agenda or priorities.

2. Safeguard equity of access to library services and not allow sponsorship agreements to give unfair advantage to, or cause discrimination against, sectors of the community.

3. Protect the principle of intellectual freedom and not permit sponsors to influence the selection of collections, or staff advice and recommendations about library materials, nor require endorsement of products or services.

4. Ensure the confidentiality of user records by not selling or providing access to library records.

5. Be sensitive to the local political and social climate and select partners who will enhance the library's image in the community.

Code of Conduct (Patron)

Policy Number: **OP-03**
Initial Policy Approval Date: **Oct. 2005**
Last Review/Revision Dates: **July 2021, Apr. 2023, 2024**
Year of Next Review: **2026**

The Port Colborne Public Library provides free and equitable access to services in a welcoming and supportive environment that is free from discrimination and harassment. The purpose and objective of this policy is to define and maintain a safe, enjoyable facility for all staff, volunteers, and patrons of the library, and further, to protect and preserve library property.

The rules set out here are intended to ensure the dignity and safety of the public and the staff, and to maintain the security of library property without disruption to library service. The mandate to set such rules is given under the Public Libraries Act, Section 23 (4), which states that the Library Board may make rules:

- for the use of library services
- for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property
- suspending library privileges for breaches of the rules
- regulating all other matters connected with the management of the library and library property

Within this context, the Library's top priority is to ensure a positive experience for users while in the library.

Section 1: Code of Conduct

Persons shall use all collections, facilities, and property of the Port Colborne Public Library for the intended purposes and must abide by the Code of Conduct established herein:

1. In general, behaviour that violates the law, or compromises the use and enjoyment of the library by others, or interferes with library employees or volunteers in the performance of their duties is prohibited.

2. While on library premises, all individuals must comply with instruction or direction from library personnel, whether for safety, conduct, or other library-regulated purpose as provided in this policy.

3. No person shall enter the library, nor remain in or on library property if instructed to leave the premises by authorized personnel.

4. It is an offence pursuant to the Public Libraries Act, R.S.O. 1990, c. P.44 and The Criminal Code, R.S.C 1985, c. C.46 to steal, vandalize, mutilate, or destroy library property including, but not limited to, all reading material, other public use media, and the library physical plant, such as equipment, furniture, fixtures, appliances, structural components, landscape, etc.

5. The consumption of food and beverages is not allowed inside the library building except in designated areas.

6. Smoking and vaping are prohibited in the building and on library property.

7. The use of alcoholic beverages on library property is restricted to special events as authorized by the Board, and so licensed.

8. Public health codes must be observed. Library users must be fully clothed and wear shoes.

9. Service animals are welcome in the library in accordance with the Accessibility for Ontarians with Disabilities Act. Other animals are only allowed in the library during authorized programs.

10. Dogs may not be left unattended or tethered on library property.

11. The use of roller blades, skateboards, scooters, bicycles and the like are not allowed on library property.

12. Bicycles must be parked in the designated bicycle rack. Scooters and small recreational motorized vehicles must be parked outside the library and must not block any entrance to the library.

13. No person shall:

a) enter library premises when banned or otherwise prohibited from entering (such as by court order)
b) obstruct library entrances or exits
c) enter unauthorized areas on library premises
d) take library materials into the washrooms
e) remain on library premises at closing times

14. Library users shall be respectful of others and will:
    a) speak and work at a reasonable and respectful volume
    b) set mobile devices to vibrate or mute.
    c) take prolonged conversations on mobile or any personal communication devices outside the library
    d) follow the Internet Services Policy while using the library internet
    e) refrain from foul, abusive, or discriminatory language or actions
    f) obtain permission from the library to distribute literature or post materials on library property. Solicitation is not permitted in the library.
    g) get permission of people and library staff in photos or videos they are taking. Parents or guardians must provide permission for children
    h) respect the sensibilities of others when viewing materials in the library
    i) respect others with sensitivities to scents, and limit the use of scented products
    j) report disruptive behaviour to a library employee

15. Library users shall be respectful of library property and will:
    a) use the library's materials, computers, equipment, and furniture with care
    b) throw out or recycle their garbage in designated areas
    c) keep aisles, corridors, and spaces around you clear so that others can easily access them
    d) park bicycles, scooters, and small recreational motorized vehicles outside the library. Small items such as skateboards or roller blades may be brought in but may not be used inside the library or near the entrance.

16. The library is not responsible for lost items. Library users must keep their personal belongings with them and not leave items unattended. Library staff cannot supervise, store, or care for an individual's personal property.

17. No person shall use library computers in a manner that contravenes the Port Colborne Public Library Internet Services Policy.

18. Library staff cannot be held responsible for the welfare of children left unattended on library premises, except during the time said children are part of a library-sanctioned activity. Pursuant to the Child and Family Services Act, when it has been determined that a child has been left at the library without supervision, library staff are obligated to report the situation to Family and Children's Services.

19. Where security systems are available, library users shall individually pass through the system upon exiting the library. If the security system alarm is activated, or, if library staff have reasonable grounds to believe that library property has not been properly checked out, individuals shall, upon request, allow a library employee or agent to inspect their belongings.

20. No person shall exhibit rude or disorderly behaviour while on library premises by:
    a) making undue noise
    b) causing physical disruption or disturbance
    c) being intoxicated or under the influence of a drug or narcotic substance
    d) being verbally abusive
    e) engaging in sexual misconduct or harassment
    f) stalking
    g) voyeurism
    h) otherwise interfering with another's use and enjoyment of the Library

Section 2: Harassment and Workplace Violence

1. The Port Colborne Public Library is committed to building and preserving a safe, productive and healthy working environment for its employees, including its volunteers. In pursuit of this goal, the Board does not condone and will not tolerate acts of violence or harassment/bullying against any employee or volunteer. In accordance with the Ontario Human Rights Code, all persons employed at the Port Colborne Public Library have a right to freedom from harassment of any kind in the workplace.

2. No person shall harass, bully, or commit any act of violence against a library employee or volunteer.

3. The CEO, under the authority of the Board, will investigate all written complaints received from library employees and volunteers regarding alleged acts of violence, harassment or bullying by members of the public, and may take some or all of these actions:
    a) suspend or revoke the patron's borrowing privileges
    b) prohibit the patron from entering the library facility for a specified period of time
    c) call the police for assistance, who may then commence proceedings under the Criminal Code, R.S.C. 1985, c. C.46, Trespass to Property Act, R.S.O. 1990, c. T.21
    d) prosecution

Section 3: Consequences of Violation of the Code of Conduct Policy

1. This policy outlines the Code of Conduct for users of the Port Colborne Public Library. Library users are asked to respect this Code of Conduct and follow all library policies. Library employees will make every effort to apply these policies in a fair, dignified, and consistent manner for the benefit of everyone. Anyone choosing to disrespect the policies of the library and refusing to modify behaviour will be asked to leave. Staff will inform the person of how he or she violated the library's Code of Conduct.

2. If a library user contravenes any provision of this policy, CEO, under the authority of the Board, may take some or all of these actions:
    a) suspend or revoke the patron's borrowing privileges
    b) prohibit the patron from entering the library facility for a specified period of time
    c) call the police for assistance, who may then commence proceedings under the Criminal Code, R.S.C. 1985, c. C.46, Trespass to Property Act, R.S.O. 1990, c. T.21 or Child and Family Services Act, R.S.O. 1990, c. C.11
    d) charge for cost-recovery
    e) prosecution

Section 4: Exclusion and Appeals

1. A person has a right to appeal a letter of exclusion or extension of an exclusion, in writing, during the period of exclusion.

Related Documents:

- Public Libraries Act, R.S.O. 1990, c. P.44
- Port Colborne Public Library. HR-05: Prevention of Workplace Violence

- Port Colborne Public Library. HR-12: Workplace Harassment and Discrimination
- Port Colborne Public Library. OP-07 Internet Services Policy
- Trespass to Property Act, R.S.O. CT21
- Criminal Code (R.S.C., 1985, cC-46p)

Children in the Library

Policy Number: **OP-10**
Initial Policy Approval Date: **Feb. 2018**
Last Review/Revision Date: **Sept. 2021, 2024**
Year of Next Review: **2027**

The Port Colborne Public Library recognizes that the needs of young people are important in their own right; and, that their intellectual growth, their cultural appreciation and recreational activities should be fostered through quality library service that is delivered with consideration and respect. This policy sets out the services offered for children in the library as well as for parents, guardians, and adults who work with children. This policy also sets out the responsibilities for the safety and supervision of children in the library.

The Port Colborne Public Library Board endorses the "Children's Rights in the Public Library" policy adopted at the Ontario Library Association Annual General Meeting, November 1998, and endeavours to provide library services for children based on the principles stated in this OLA policy. (See Appendix 1).

Section 1: Library Services

1. Library Collections

a) The Chief Executive Officer (CEO) will ensure the maintenance and organization of a comprehensive collection of materials for and about children, based on the library's Collection Development Policy (OP-04).

b) The collections for children will meet best practice standards of quality and reflect the changing educational needs and personal interests of children.

c) Collection development for children's materials will focus on, but not limited to:
   i. Canadian authors and content
   ii. award-winning titles
   iii. non-fiction material that complements the local school curriculum
   iv. age-appropriate formats
   v. diversity and inclusion

d) Access to teen and adult materials in the library will not be restricted by library staff but will be the responsibility of caregivers to determine suitability for their child.

2. Reference and Readers' Advisory

a) Library staff will 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, and with confidentiality and respect.

b) Library staff should engage in meaningful age-appropriate conversation to better understand what each child wants and needs.

c) Library staff will point out the variety of resources available in all areas of the library as appropriate.

3. Programs and Partnerships

a) The library will provide programming for children and parents, both in and out of the library, to stimulate a child's creative potential and to encourage and facilitate the habit of reading, independent learning, and lifelong use of the library.

b) The library will provide educational, entertaining, and literature-related programs for children such as:

i. programs for parents, guardians, and caregivers that will educate them on the importance of early literacy, the role of the library in their children's lives, and the support the library can offer them
ii. programs for classes, children's groups, daycare, etc., that will emphasize early literacy and library orientation, encourage reading for leisure, and highlight various aspects of the collection
iii. programs for summer, school breaks, and professional development days that will be primarily book-based and highlight various aspects of the library collection while encouraging reading for pleasure or leisure activities

c) The number of participants for all programs will be restricted based on the size of the facility, fire department limits, staff supervision available, etc. This will be enforced by library staff in charge of programming.

d) Some programs may limit the age of children and the number of children per accompanying adult. This limit may be enforced by staff as the program is designed for maximum benefit to the child/parent/guardian through one-on-one interaction.

Section 2: Library Space

1. The library will provide a well-planned area for children that is distinct from the adult area with signage that is clear and age-appropriate.
2. These areas should be visually stimulating so that children are able to readily distinguish their own space from the rest of the library.

3. These areas will have furniture, shelves, and equipment that are designed for and accessible to children.

4. The area for children is be an interactive learning environment where controlled noise levels will be tolerated and where young users are welcome to explore library materials and services in their own way.

Section 3: Staffing

1. The board will support a program of ongoing staff training and professional development in children's services.

2. The CEO will ensure that all staff members assigned to children's services receive appropriate training to provide knowledgeable library service.

3. Library staff will advocate for children's services in the community by:
    a) collaborating with agencies to promote early literacy, love of reading, lifelong learning and children's well-being
    b) seeking support for children's services from community organizations, fundraising, donations, etc.
    c) networking with other agencies that provide service to children in the community, region and province

d) communicating with principals, teacher librarians, and teachers in the community
e) promoting the children's services and collections to groups that could benefit from them (schools, daycares, etc.)

4. While library staff will assist children with finding materials, using the internet, or attending programs, caregivers are responsible for their children's use of the library and suitability of materials borrowed.

Section 4: Safety of Children in the Library

The Port Colborne Public Library staff recognizes that children of all ages have a right to a welcoming, respectful, supportive, and safe environment when they visit the library. As a public facility, the library does not monitor the activities of its patrons unless there is a problem with conduct as outlined in OP:03 Code of Conduct (Public), or a child is left unattended as outlined in OP:10 Children in the Library.

1. Responsibilities of the Parent or Caregiver

a) Responsibility for the welfare and behaviour of children using the library ultimately rests with the parent/guardian or an assigned caregiver.

b) The library is guided by the terms in the Ontario Child, Youth and Family Services Act (CYFSA) with regard to unattended children. (See: Section 136 (3) **"Leaving child unattended** (3) No person having charge of a child younger than 16 shall leave the child without making provision for the child's supervision and care that is reasonable in the circumstances.")

This legislation does not specify an age at which a child can be left alone; rather, the legislation sets out to protect young people from any type of abuse or neglect and requires that all parents and caregivers must make reasonable plans (which will vary according to a child's age, maturity and circumstances) for the supervision of young people under 16 in their care.

c) To this end, the library expects parents, caregivers and teachers to:
   i. not leave children under 16 who require supervision unattended in or about library premises
   ii. monitor the use of services by children under their care

iii. be responsible for the appropriate behaviour of children under their care

d) In the library:
   i. Children ages 12 over are welcome to use the library independently on a regular basis, but parents are still responsible for the behaviour of any child under the age of 16 while the child is in the library.
   ii. Children younger than 12 must be accompanied by an adult while in the library.
   iii. Children under the age of five (5) attending programs will be supervised by library staff during the scheduled time of the program. Some programs for children under the age of five may require parents/caregivers to accompany them. For all programs offered for children under the age of five, their caregivers must always remain in the library building.

2. Responsibility of Staff

a) Library staff will be guided by this policy in situations, where:
   i. an unattended child is found frightened or crying in the library
   ii. an unattended child is perceived to be endangering themselves or others
   iii. another person in the library poses a perceived threat to the unattended child
   iv. an unattended child exhibits specific inappropriate behaviour
   v. an unattended child is not met by a responsible caregiver at closing time
   vi. a child is consistently left on their own in the library for long periods of time

b) Where a responsible adult cannot be contacted, library staff will:
   i. not leave a child unattended at closing time
   ii. not give the child a ride home
   iii. contact local police or Family and Children's Services Niagara (FACS)
   iv. remain with the child until the proper authorities can take the child into their protection

3. Duty to Report

a) The Child, Youth and Family Services Act (Section 125) 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 **a legislated** obligation to report promptly to the local Children's Aid Society (i.e., Family and Children's Services Niagara) if they suspect that a child or youth under the age of 16 is, or may be in need of protection.
The CYFSA defines the phrase "child in need of protection" as including physical, sexual and emotional abuse, neglect, and risk of harm.

b) Library staff concerned that a 16-or 17-year old is, or may be, in need of protection may make a report to Family and Children's Services Niagara (FACS) and FACS is required to assess the reported information.

c) When library staff members have reasonable grounds to suspect that a child is, or may be, in need of protection, they must advise the CEO and together they will promptly report the suspicion, and the information upon which it is based, to the local CAS, as required in CYFSA s.136 (1).

Related Documents

- Ontario's Child, Youth and Family Services Act. S.O. 2017, CHAPTER C.14, sections 74, 84 (1), 125, 136 (3).
- Port Colborne Public Library. OP-04: Collection Development Policy
- Port Colborne Public Library. OP-07: Internet Services Policy
- Port Colborne Public Library. OP-12: Circulation Policy
- City of Port Colborne. Child Protection Policy

Appendix 1: Ontario Library Association's Position on Children's Rights in the Public Library:

Children in public libraries have the right to:

1. Intellectual freedom.
2. Equal access to the full range of services and materials available to other users.
3. A full range of materials, services and programs specifically designed and developed to meet their needs.
4. Adequate funding for collections and services related to population, use, and local community needs.
5. A library environment that complements their physical and developmental stages.
6. Trained and knowledgeable staff specializing in children's services.
7. Welcoming, respectful, supportive service from birth through the transition to adult user.
8. 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.
9. Library policies written to include the needs of the child.

Adopted at the Ontario Library Association
Annual General Meeting
November 1998

Posted at http://accessola2.com/data/1/rec_docs/380_ola3.pdf

Teens in the Library

Policy Number: **OP-11**
Initial Policy Approval Date: **Feb. 2018**
Last Review/Revision Date: **Sept. 2021, 2024**
Year of Next Review: **2027**

The Port Colborne Public Library recognizes that the needs of young people are important in their own right; and, that their intellectual growth, cultural appreciation and recreational activities should be fostered through quality library service that is delivered with consideration and respect. This policy sets out the services to offered for teens and young adults in the library, and also sets out the responsibilities for the safety and supervision of teens and young adults in the library.

The Port Colborne Public Library Board endorses the Ontario Library Association's Teens' Rights in the Public Library, as adopted at the OLA Annual General Meeting June 2010, and endeavours to provide library services for teens and young people based on the principles stated in this OLA policy. See Appendix 1.

Section 1: Library Services

1. Collections

a) The Chief Executive Officer (CEO) will ensure the maintenance and organization of a comprehensive teen collection based on the library's Collection Development Policy (OP-04).

b) The collection for teens will meet best practice standards of quality and reflect the changing educational needs and personal interests of teens.

c) Collection development for teen materials will focus on, but not be restricted to:
   i. Canadian authors and content
   ii. award-winning titles
   iii. non-fiction material that complement the local school curriculum
   iv. age-appropriate formats
   v. diversity and inclusion

d) Access to adult materials will not be restricted by library staff but will be the responsibility of caregivers to determine suitability for their teen

2. Reference and Readers' Advisory

a) Library staff will 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, and with confidentiality and respect.

b) Library staff should engage in meaningful and age-appropriate conversation to better understand what each teen wants and needs.

c) Library staff will point out the variety of resources available in all areas of the library as appropriate.

3. Programs and Partnerships

a) The library will provide programming for teens, both in and out of the library, to stimulate creative potential and to encourage and facilitate the habit of reading, independent learning, and lifelong use of the library.

b) The library will provide educational, entertaining, and literature-related programs and support for teens, such as programs for summer, school breaks, and professional development days that will be primarily literacy-based and highlight various aspects of the collection while encouraging reading for pleasure or leisure activities.

c) Library staff will actively involve teens in planning and implementing programs for this age group.

d) The number of participants for all programs will be restricted based on the size of the facility, fire department limits, staff capacity and resources, etc. and may result in requirements to pre-register for a program.

Section 2: Library Space

1. The library will provide a well-planned area for teens that is distinct from the adult area.

2. This area will have furniture, shelves, and equipment that are designed for teens and which are fully accessible.

3. The library will ensure that signage is clear and age-appropriate.

4. This area will be an interactive learning environment where controlled noise levels are tolerated, and where young people are invited to explore the library materials and services in their own way.

Section 3: Staffing

1. The board will support a program of ongoing staff training and professional development in services for teens.

2. The CEO will ensure that all staff members assigned to teen services receive appropriate training to provide knowledgeable library service.

3. Library staff will advocate for teen services in the community by:
    a) collaborating with agencies to promote the love of reading, lifelong learning, and teens' health and well-being
    b) seeking support for teen services from community organizations, fundraising, donations, etc.
    c) networking with other agencies that provide teen services in the community, region, and province
    d) communicating with educators in the community
    e) promoting services and collections to groups that could benefit from them (schools, youth groups, etc.)

Section 4: Safety in the Library

The Port Colborne Public Library recognizes that people of all ages have a right to a welcoming, respectful, supportive and safe environment when they visit the library. As a public facility, the library does not monitor the activities of its patrons unless there is a problem with their conduct as outlined in Rules of Conduct (OP-03), or if a child is left alone as outlined in Children in the Library (OP-10). There are two specific situations which require specific guidance:

1. **Truancy**

   If a young person (up to the age of 16) is noticed to be spending considerable time in the library during the school day, staff may check with the individual and ask that a caregiver confirm with the library that they are aware of the young person's whereabouts.

2. **Missing Persons**

   Library staff will not give information to any person over the telephone as to whether a person is currently in the library or has been in the library recently. Library staff may offer to take a message and ask the teen/young person to call the person back. In the case of a missing person, library staff will share information with the law enforcement agency requesting specific personal information.

4. **Duty to Report**

   a) The Child, Youth and Family Services Act (Section 125) 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 **a legislated** obligation to report promptly to the Children's Aid Society (i.e., Family and Children's Services Niagara) if they suspect that a child, or youth under the age of 16 is, or may be, in need of protection. The CYFSA defines the phrase "child in need of protection" as including physical, sexual and emotional abuse, neglect, and risk of harm.

   b) Library staff who are concerned that a 16- or 17-year old is, or may be, in need of protection may make a report to Family and Children's Services Niagara (FACS). FACS is required to assess the reported information.

   c) When library staff has reasonable grounds to suspect that a child or youth is, or may be, in need of protection, they must advise the CEO and together they will promptly report the suspicion, and the information upon which it is based, to the local CAS, as required in CYFSA s.136 (1).

Related Documents:

- Port Colborne Public Library. OP-03: Rules of Conduct
- Port Colborne Public Library. OP-04: Collection Development Policy

- Port Colborne Public Library. OP-07: Internet Services Policy
- Port Colborne Public Library. OP-10: Children in the Library Policy
- Port Colborne Public Library. OP-12: Circulation Policy

Appendix A: Ontario Library Association – Teens' Rights in the Public Library

Goals for Library Services for Teens

Young people are valuable members of our library community who deserve the same respect, dignity, and human rights as all library members. This document provides a framework for developing library services for teens that meet the educational, informational, cultural, and leisure needs of young people in ways that are developmentally appropriate.

Each public library has a different community to serve and therefore different priorities and needs. Although specific services for teens have not been well established in all libraries, these goals are created in the belief that young adulthood is a unique life stage and that young adults are entitled to the same quality of library services offered to other age groups in the population.

> (Adapted from the IFLA Guidelines for Library Services for Young Adults, 2006 and the YALSA Guidelines for Library Services to Teens, Ages 12-18, 2006.)

The goal of library services for teens is to assist with the transition from children's services to adult services and to provide access to both resources and an environment that meets the needs of young people for intellectual, emotional, and social development. Specifically these needs are based on the unique seven developmental needs of adolescents and the five core values of quality service to teens:

Seven Developmental Needs of Teens

- physical activity
- competence and achievement
- self-definition
- creative expression
- positive social Interaction with peers and adults
- structure and clear limits
- meaningful participation

Excerpted from: Dorman, G. (1981). The Middle Grades Assessment Program: User's Manual. Carrboro, NC: Center for Early Adolescence.

Five Core Values of Service to Teens

- respecting and responding to the unique needs of teens
- providing equal access
- empowering youth through participation
- engaging teens in active collaboration
- supporting healthy youth development

Core Values excerpted from Jones, P. (2002). New directions for library service to young adults. Chicago: American Library Association.

Ontario Library Association's Position on Teens' Rights in the Public Library

Teens in Ontario public libraries have the right to:

1. **Intellectual freedom**

   The library establishes clear policy statements concerning the right to free access by teens to library resources and information sources; and respect for the rights of teens to select materials appropriate to their needs without censorship. The library's teen collection, policies, and services should be consistent with the concepts of intellectual freedom defined by the CLA, OLA and the Ontario Human Rights Code.

2. **Equal access to the full range of materials, services, and programs specifically designed and developed to meet their unique needs.**

   The Library integrates library service to teens into the overall plan, budget, and service program for the library. Library service to teens is integrated with those offered to other user groups.

3. **Adequate funding for collections and services related to population, use, and local community needs.**

   The Library incorporates funding for materials and services for teens in the library operating budget and ensures there is equitable distribution of resources to support programs and services for teens.

4. **Collections that specifically meet the needs of teens.**

   The Library provides a wide spectrum of current materials of interest to teens to encourage lifelong learning, literacy, reading motivation, and reader development. The library endeavours to develop collections that encourage leisure reading, support homework and school success, and responds to gender and cultural diversity. The library provides unfettered access to technology including social networking, licensed databases, and other online library resources for teens.

5. **A library environment that complements their physical and developmental stages.**

   The Library provides identifiable spaces for teens that are separate from children's spaces where possible, reflects their lifestyle, and allows for teens to use this library space for leisure or study, either independently or in groups.

6. **Welcoming, respectful, supportive service at every service point.**

   The Library promotes friendly, positive, non-biased customer interactions with teens, providing staff development and training and ensures that services for teens embrace cultural and gender diversity and economic differences. Library staff will endeavour to respect the teen's need for privacy and nonjudgmental service and assist teens in acquiring the skills to effectively access all library resources and become information literate.

7. **Library programs and services appropriate for teens.**

   The Library fosters youth development by providing programs for teens that contribute to literacy, lifelong learning, and healthy youth development. The Library endeavours to provide volunteer opportunities for helping others through community service hours including participating on Library Advisory Boards, and other projects that help develop a sense of responsibility and community involvement. The library's teen services initiatives are effectively managed according to best practices in the field of Youth Services.

8. **Trained and knowledgeable staff specializing in teen services.**

   Library staff is knowledgeable about adolescent development and age-appropriate resources for young adults inclusive of those with special needs. The library

provides services by teen specialists as well as by others who are trained to serve teens.

9. **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 teen services.**

   The Library works in partnership with other community agencies and organizations to support all aspects of healthy, successful youth development.

10. **Library policies are written to include the needs of the youth.**

Adopted at the Ontario Library Association Annual General Meeting June 2010.

Bed Bug Policy

Policy Number: **OP-25**
Initial Policy Approval Date: **2024**
Last Review/Revision Date: **2024**
Year of Next Review: **2028**

Port Colborne Public Library strives to prevent and contain the presence of bed bugs and their eggs in library facilities or on library materials through education, preventative protocols, and related procedures, and by regularly reviewing best practices to update the protocol and procedures.

This policy outlines the library's prevention procedures for situations when library staff or patrons find or suspect bed bugs on library materials or in the library environment.

Generally, library environments are not an ideal place for bed bugs to thrive however, there is a possibility that an occasional one may be transferred to the library environment from other locations.

The library will ensure that:

- a proactive approach is taken that reduces the risk to staff and patrons;
- only licensed and accredited pest control companies are contracted to work in the facility, should they be required;
- recommended best practices from public health authorities are followed and procedures are reviewed regularly to ensure they remain current;
- a consistent communications procedure is followed;
- staff are aware of the established procedures.

Prevention

The library recognizes that reporting all sightings and destroying bed bugs immediately is one of the most important actions to take to ensure the library environment is free of bed bugs. It is important that all staff are aware of the policy and procedures, and to report any suspected sightings of bed bugs.

1. Library staff are provided with the necessary information they need to identify bed bugs and eggs and act in accordance with this policy. Library staff are expected to follow reporting and elimination procedures.

2. Library staff are provided with containment supplies including:
    - Clear plastic self-sealing bags of various sizes
    - Protective gloves

3. Staff are asked to keep work areas clean and de-cluttered, and to keep personal belongings off the floor.

4. The Library CEO (or designate) will co-ordinate inspections, treatment, and follow-up inspections, as necessary.

See Appendix A: Procedural Guidelines and Communication Protocols
See Appendix B: Bed Bugs Incident Report Form

Related Documents:

- Port Colborne Public Library. HR-02: Health and Safety of Staff Policy

Appendix A: Procedural Guidelines and Communication Protocols

Procedural guidelines to follow when staff find or suspect a bed bug or eggs on library material:

If Library staff suspect that bed bugs or eggs are present when inspecting or handling material they should follow the procedures listed below:

- Put on protective gloves.
- Put the items in the plastic bags provided and seal the bag.
- Check-in the item(s) through the ILS and mark as “discard.”
- Complete a Bed Bugs Incident Report Form (Appendix B) and submit it to the Library CEO (or designate) along with the sealed material.
- The Library CEO (or designate) will inspect the item and complete the Bed Bugs Incident Report Form. This includes determining subsequent actions to be taken, such as scheduling a pest control inspection or treatment, if necessary.

Procedural guidelines to follow when a library user reports a suspected bed bug on library material:

- Assure patrons that the library is taking a proactive approach to prevent and contain bed bugs in our environment and thank them for reporting the suspected bed bug;
- If the patron is present with the material, thank them, apprise them of library efforts, and follow procedures outlined above.
- If the patron is not present in the library:
  - Obtain the patron’s library account number.
  - Instruct the patron to place the item(s) in a clear plastic bag, seal it immediately, and place this bag inside another clear plastic bag.
  - Obtain as much information as possible from the patron: how many bugs, alive or dead, when, etc.
  - Request that they return the sealed bags to library staff in person and that they explain to the staff person who takes the bags that they suspect the materials have bed bugs. Inform the patron that the materials should not be returned through the drop box.
  - If there will be some delay in returning the item, instruct the patron to store the bag outside the home.
  - If the patron states they are unable to return the material promptly for reasons such as accessibility or disability, offer to make arrangements for pick-up of the items. Consult with the Library CEO (or designate) for advice.
  - Thank the patron, apprise them of library efforts, and refer their concerns or questions to the Library CEO (or designate).
  - If asked about the effectiveness of heat treatment of books, instruct patrons not to use heat treatment on library books or other materials.

    - Complete a Bed Bugs Incident Report Form (Appendix B) and submit it to the Library CEO (or designate) along with the sealed material.

- If the patron requests a follow-up response to a report of bed bugs, staff will fill in a suggestion & comment form with the patron information, which will provide a response and tracking mechanism.

Communications Protocols: Communication to Patrons
Library staff will contact individuals who may have been exposed to bed bugs in a timely manner. Staff should be sensitive and use informed judgement when discussing bed bugs. It is essential to have accurate information and to be aware that other insects can sometimes be incorrectly identified as bed bugs. Key messages to focus on when discussing bed bugs with patrons includes:

- The library does not provide a hospitable environment and is therefore low risk.
- The library regularly reviews and updates best practices and staff training.
- The library removes suspected material, furnishings, and equipment for further investigation or treatment.

Communications Protocols: Communication with Staff
The Joint Health and Safety Committee will be kept informed about the status of inspections and treatments. Any scheduled inspections and summary of results will be made available to the Committee.

Appendix B: Bed Bugs Incident Report Form

BED BUG INCIDENT REPORT FORM
This report must be filled in by a full-time staff member on duty on the date which the incident occurred. The report must be placed in an envelope. The bagged library material must be sealed, labelled, and submitted to the Library CEO (or designate).
TO BE FILLED IN BY FULL-TIME STAFF MEMBER ON DUTY
Date of occurrence: _____ Location when found: _____ Date reported to CEO (or designate): _____ Staff Member(s) reporting incident: _____ Describe where the insect(s)/egg(s) were found and what was done by staff: E.g. Staff were inspecting books at the Circulation Desk. Upon seeing the insect, the material was placed in plastic bags and given to the CEO (or designate). _____ _____ _____ _____
TO BE FILLED IN BY LIBRARY CEO OR DESIGNATE
Please describe action taken and resolution to the incident. (To be filled in by Library CEO or designate) _____ _____ _____ _____ _____ Chief Executive Officer Date: (Print Name)

Volunteers in the Library

Policy Number: **VOL-01**
Initial Policy Approval Date: **Apr. 2013**
Last Review/Revision Date: **Nov. 2021, 2024**
Year of Next Review: **2028**

The volunteer program of the Port Colborne Public Library creates opportunities for community members to actively contribute to the library's vision of excellence in library service. The library welcomes to participate in the operation of the library while performing a valuable service to the community, becoming more familiar with the library, and supplementing the efforts of paid staff.

Section 1: Scope

1. Volunteers are used by the library to enrich, enhance, and extend library programs and services. Volunteers do not substitute for, or replace, paid employees.

2. This policy applies to all volunteers in all programs, including activities that take place outside the library, and provides guidance and direction to management, staff, and volunteers.

3. Volunteer assignments at the Port Colborne Public Library balance the needs of the library with the interests and abilities of our volunteers.

4. Every effort will be made to match volunteer ability to the assignments available. Opportunities for volunteer involvement may be restricted by the availability of staff to train and supervise volunteers.

5. The library accepts the service of any volunteer with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to users.

Section 2: Responsibility for the Program

1. The Chief Executive Officer, or designate, oversees and coordinate the volunteer program by:

a) planning for effective volunteer utilization
b) assisting staff in identifying productive and meaningful volunteer assignments
c) recruiting suitable volunteers
d) training staff to supervise volunteers effectively
e) tracking and evaluating the statistical data reflecting the contribution of volunteers to the library
f) officially recognizing volunteers for their contributions
g) maintaining liaisons with other volunteer-utilizing programs and organizations in the community

2. A system of records will be maintained on each volunteer. Volunteer records will be accorded the same confidentiality as paid staff personnel records.

3. The library will take responsibility for ensuring that liability insurance covers volunteers.

Section 3: Volunteer Position Descriptions

1. Opportunities for volunteer placements are proposed by library staff to the CEO.

2. Written volunteer proposals include a description of the volunteer assignment, duration of assignment, and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by valuable and engaging volunteer work.

3. Volunteer position descriptions are developed in consultation with staff before proceeding with recruitment.

4. Volunteers will be given clear, complete, and current descriptions of the duties and responsibilities of their assignment.

5. Volunteer position descriptions include a title, a summary of the assignment, a list of responsibilities, qualifications and benefits, any training requirements, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.

6. The library's volunteer position descriptions are reviewed and updated at least every three years, or as needed when volunteer position descriptions substantially change.

Section 4: Volunteer Tasks

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer doesn't possess such license or certification.

2. Volunteer tasks may include but are not limited to:
    a) delivery of materials to shut-ins
    b) assisting the library staff with programming
    c) assisting with the sale of discarded and donated materials
    d) light cleaning, gardening, seasonal grounds clean-up (without use of power equipment)
    e) administrative functions including folding, stapling, copying, and shredding
    f) special projects

Section 5: Eligibility for Volunteering

1. The term "volunteer" refers to a person who performs services for the library without compensation from the library (beyond reimbursement for pre-approved specified expenses) and who performs a task at the direction of, and on behalf of, the library, Volunteers do not substitute for or replace staff.

2. The library also welcomes volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.

3. The service of **paid staff members as volunteers** is accepted provided that the volunteer service is:
    a) initiated by the staff member
    b) provided voluntarily
    c) involves work that is outside the normal scope of duties and working hours for that staff member

4. Family members of paid staff can volunteer with the library but will not be placed under the direct supervision of their family members who are employed by the library.

5. The minimum age requirement for volunteers is 14.

6. The library accepts as youth volunteers:
    a) students participating in community service activities as an educational requirement
    b) students requiring internships or cooperative placements.

2. Youth volunteers under the age of 14 require written parental permission.

3. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.

Section 6: Application, Recruitment and Assignment

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in their library.

2. Applications to volunteer are also given appropriate consideration.

3. The screening process at the Port Colborne Public Library follows the guidelines recommended by Volunteer Canada.

4. Volunteers are interviewed to ascertain their suitability for, and ability to undertake assignments.

5. The interview determines the qualifications and commitment of the volunteer to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the library and the assignment.

6. No volunteer shall begin their assignment until they have been officially accepted for that position and have completed all necessary screening as determined by the CEO or designate. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of their volunteer position description.

7. Volunteers will receive a level of training and supervision appropriate to the assignment.

8. Volunteers will perform duties in the library in the presence of at least one staff member to whom they report wherever possible, and who will be responsible for day-to-day support and direction.

9. Volunteers agree that the library may at any time decide to terminate the volunteer's relationship with the library, or to make changes in the nature of the volunteer assignment.

10. All volunteer placements begin with a 30-day probation period. During this time, the CEO, or designate, will support the volunteer with periodic informal check-ins. As well, it is the responsibility of the volunteer to inform the CEO, or designate, of any issues of concern. At the end of the probationary period, a formal interview between the CEO, or designate, and the volunteer will take place to evaluate the extent to which the objectives of both the library and the volunteer are being satisfied.

11. The library strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiating terms of the assignment, reassignment, referral to another organization or to a local volunteer centre, or placement termination.

12. Volunteers who are at any time reassigned to a new assignment will be interviewed for that assignment and receive appropriate training for success before they begin.

Section 7: Police Checks for Persons 18 Years of Age and Older

1. Police Record Checks (PRC-Vulnerable Sector Clearance) will be required for volunteers who work with vulnerable clients including children and seniors. The PRC must be current within 30 days of commencement of volunteer activities. A written affidavit of no change in record status will be provided upon the anniversary date each year and a PRC may be required if there is a change in volunteer activity.

2. The volunteer will be responsible for paying the fee associated with the Police Record Check. Upon completion of a minimum 12 hours volunteering with the library, the full amount will be reimbursed to the volunteer.

3. Volunteers who are engaged with the Port Colborne Public Library prior to the implementation of this policy will initially be exempt from providing a Police Records Check.

4. Volunteers who do not agree to the background check may be refused placement in the library's volunteer program.

Section 8: Orientation and Training

1. Within the first three months of becoming a volunteer, all volunteers are required to attend a general orientation session on the nature, purpose, and

mission of the library and on the volunteer program; and, will be given a tour of the library.

2. Volunteers receive training to provide them with information on:
    a) knowledge and skills necessary to perform their volunteer assignment
    b) the operation of the program or service to which they are assigned
    c) the purpose and requirements of the assignment
    d) any health and safety hazards that may be encountered during the course of their assignment

3. Volunteers are required to complete training mandated by legislation. Additional library training may be made available to volunteers such as attendance at conferences and workshops that are relevant to their volunteer assignment.

~~4. All volunteers are required to complete the "Port Colborne Public Library Health and Safety Orientation Kit" Agreement form. Completion of this checklist indicates understanding of and compliance with the following documents:~~
    - ~~Port Colborne Public Library *Health and Safety Orientation Checklist*~~
    - ~~Port Colborne Public Library *Volunteer Policy*~~
    - ~~City of Port Colborne *Volunteer Orientation Handbook*~~
    - ~~City of Port Colborne *Occupational Health & Safety Policy*~~
    - ~~additional policies and procedures as required or developed~~

Section 9: Volunteer Responsibilities

The Port Colborne Public Library accepts the service of volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers should actively perform their duties to the best of their abilities, and remain committed to the mission, vision, values of the library. Further, volunteers are expected to abide by the established policies and procedures of the library.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, users or other persons, or involves overall library business. Failure to maintain confidentiality could result in immediate dismissal from the volunteer program assignment and/or program.

2. Volunteers should understand that the library may at any time, for whatever reason, decide to end the volunteer relationship. As well, volunteers may at any time, for whatever reason, decide to sever their volunteer relationship with the library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

3. When expecting to be absent from scheduled duty, the volunteer should inform the library in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement and may result in dismissal from the volunteer program.

4. Volunteers must obtain approval from the CEO, or designate, prior to taking any action or making any statement that might affect or obligate the library. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

5. Volunteers must wear their volunteer identification badge while performing their assignments.

6. Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties. As well, they are not to engage in activities that reflect poorly on the library while performing their assigned tasks.

7. Volunteers are expected to submit any required information to the CEO, or designate, in a timely and accurate fashion.

8. In the event of a Union-initiated work stoppage or legal strike, volunteers will not cross the picket line.

9. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

10. Liability for damages as a result of volunteer participation (with the exception of injury and damage as a result of accidents involving personal vehicles) is covered by the insurance policy of the Corporation of the City of Port Colborne. However, all volunteers must report any wrongdoing, accidents, or suspicious behavior to a

library staff member immediately.

Section 10: Dismissal

1. Volunteers who do not adhere to the policies and procedures of the library or who fail to satisfactorily meet the expectations of the volunteer assignment are subject to dismissal.

2. While on Port Colborne Public Library property and/or while performing volunteer activities on behalf of the library, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to be below acceptable standards, the CEO, or designate, will give a warning to the volunteer to improve performance. If the volunteer's performance does not improve during a given time period, the volunteer will be dismissed from the program.

3. Grounds for immediate dismissal include, but are not limited to:
    a) insubordination
    b) unwillingness or inability to support and further the mission of the library
    c) theft of library property
    d) illegal, violent or unsafe acts
    e) abuse or mistreatment of library users or co-workers
    f) smoking in unauthorized areas
    g) intoxication during assigned shifts
    h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs
    i) behaviour that would be construed as harassment

Section 11: Recognition

1. Volunteers will receive an invitation to City of Port Colborne Volunteer Appreciation events.