



## REPORT TO THE LIBRARY BOARD

MEETING DATE: APRIL 28, 2011

Session:	Public Session
Subject:	Policy Review
Prepared By:	Margaret Mitchell, Beth Kinchlea, Susanna Hubbard Krimmer
Presented By:	Margaret Mitchell
Purpose of Report:	For Decision: Approval <input checked="" type="checkbox"/>

---

### Recommendation

It is recommended that the Board review and approve the following policies, as found in Appendices 1 through 3, as part of its cyclical review process:

**M-04 Accessibility for Users with Disabilities: Customer Services Standards**

(See Appendix 1)

**M-100 Delegation and Public Participation** (See Appendix 2)

**M-102 Friends of the London Public Library** (See Appendix 3)

### Background

***M-04 Accessibility for Users with Disabilities: Customer Services Standards***

This policy (Appendix 1) ensures compliance with the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA), 2005* as it relates to its customer service standards regulation.

No changes have been recommended.

***M-100 Delegation and Public Participation***

This policy (Appendix 2) outlines how the London Public Library Board provides opportunities for members of the public to provide input and comment on library services.

The changes recommended to the policy at this time, which are highlighted in italics in the policy, relate to compliance with the *Accessibility for Ontarians with Disabilities Act (2005)* and the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*.

## **Correspondence to the Board**

The policy has been updated to include reference to the correspondence from individuals that the Board receives as Consent Items at its regular public meetings.

In order for this process of receiving letters and e-mails from individuals to be compliant with the Municipal Freedom of Information and Protection of Privacy (MFIPPA) legislation, the public must be made aware that any correspondence to the Board (including the personal information it contains) received at a regular public meeting of the Board will become part of the public record.

## **AODA Compliance**

The AODA requires that the Library provides all library services, resources and facilities in ways that are accessible to persons with disabilities which take into account a person's specific disability. Section 1.3 has been added to address this aspect of the Act.

## ***M-102 Friends of the London Public Library***

This policy (Appendix 3) establishes the relationship between the London Public Library and the Friends of the London Public Library. The Friends' Executive has had an opportunity to review this policy.

No changes have been recommended.

## **Next Steps**

Following approval of the recommendation, the Board Policy Manual and website will be updated. The FAQ on the delegation process on the website will also be updated.

The next policy review will occur in May 2011:

OR-T-01	Travel and Conventions
M-100	Strategic Alliances

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

### **PURPOSE:**

The purpose of this policy is to ensure that the Library

- provides all library services, resources and facilities in ways that are accessible to persons with disabilities,
- is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), and is consistent with the City of London Accessible Customer Service Policy.

### **SCOPE:**

This part of the policy addresses accessibility policies and standards specific to customer service. This policy applies to all persons who deal with customers, or to other third parties who deal with customers on the Library's behalf such as those providing program services. A person or third party can be an employee, volunteer, Board member, student on placement or otherwise engaged in the provision of Library services to our customers.

### **DEFINITIONS:**

“**AODA**” means the Accessibility for Ontarians for Disabilities, 2005

“**Assistive Device**” means a device used to assist persons with disabilities in carrying out activities or in accessing Library services

“**Core Service Delivery Streams**” means reference, referral and readers' services; collections; lending; technology; and programming and outreach.

“**Disability or Disabilities**” means any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

- an intellectual development disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding
- or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan
- established under the Workplace Safety and Insurance Act, 1997.

**“Guide Dog”** means a guide dog as defined in Section 1 of the Blind Persons’ Rights Act is a dog trained as a guide for a blind person and having qualifications prescribed by the regulations under the blind Persons’ Rights Act.

**“Library Premises”** means premises owned and operated, or operated by the London Public Library

**“Library Services”** means what the Library does for, or offers to, the public in an effort to meet a defined set of community needs.

**“Persons who Provide Library Services”** means employees, volunteers, Board member, student placement or person or otherwise engaged in the provision of Library services to our customers, and third parties who deal with customers on the Library’s behalf such as those providing program services or renting Library premises for performances and events open to the public.

**“Service Animal”** means any animal used by a person with a disability for reasons related to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or where the person provides a letter from a physical or nurse confirming that he or she requires the animal for reasons relating to his or her disability; or a valid identification card signed by the Attorney General of Canada or a certificate of training from a recognized guide dog or service animal training school.

**“Support Person”** means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to Library services.

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

**“Universal Access”** means to provide access to services for all people to the greatest extent possible without the need for adaptation or specialized design.

### **POLICY STATEMENT:**

It is the policy of the London Public Library that the Library is committed to providing quality Library services that are accessible to all persons who wish to obtain and use Library services.

### **1. Guiding Principles**

- 1.1 Library service is relevant, inclusive and responsive for all, including persons with disabilities. Each member of the community has an equal opportunity to access public library services.
- 1.2 The Library services are provided in a manner that respects the dignity and independence of persons with disabilities.
- 1.3 The Library strives to provide “universal access” to library services for all people to the greatest extent possible without the need for adaptation or specialized design in order to integrate services to persons with disabilities. The Library will offer alternative measures, including trained staff support, where necessary, so that persons with disabilities may obtain and use library services.

### **2. Library Service Delivery Streams**

- 2.1 All Library services in each of the Library service delivery streams and in all service locations are accessible by persons with disabilities.
- 2.2 The Library strives to provide Library services in a way that meets the specific needs of the person with disabilities and is convenient and accessible to the person with disabilities.

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

### **3. Communications with Persons with Disabilities**

When communicating with a person with a disability, the Library will do so in a manner that takes into account the person's disability.

### **4. Temporary Service Disruptions**

The Library will make reasonable effort to provide notice of planned or unplanned disruption of Library services to the public, including information about the reason for the disruption, its anticipated duration and a description of alternative facilities or service, if any, that may be available. In the case of unplanned temporary disruption, advance notice will not be possible.

### **5. Assistive Devices and other Measures that Assist with Accessibility**

5.1 A person with a disability may provide their own assistive device for the purpose of obtaining or using Library services. Exceptions may occur in situations where the Library has determined that the assistive device may pose a risk to the health and safety of the person with a disability or to the health and safety of others on Library premises. In these situations, the Library may offer a person with a disability other reasonable measures to assist him or her in obtaining and using Library services, where the Library has such other measures available.

5.2 It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

### **6. Service Animals and Guide Dogs**

6.1 Persons with a disability may enter Library premises accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If a service animal is excluded by law, the Library will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from Library services.

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

- 6.2 If it is not readily apparent that the animal is a service animal or a guide dog, Library staff may ask the person for confirmation of the animal's status, as outlined above.
- 6.3 It is the responsibility of the person with a disability to ensure that his or her service animal or guide dog is kept in control at all times.

### 7. Support Persons

- 7.1 A person with a disability may enter Library premises with a support person and have access to the support person while on the premises.
- 7.2 The Library may require a person with a disability to be accompanied by a support person while on Library premises in situations where it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the Library premises.
- 7.3 A support person, when assisting a person with a disability to obtain or use Library services, will be permitted to attend at no charge where an admission fee is applicable.

### 8. Training

- 8.1 The Library will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. The amount and format of training will be dependent on a person's interactions with Library users.
- 8.2 The content of the training will include:
  - A review of the purpose of the AODA;
  - The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07);
  - Instructions on Library policies, procedures and guidelines pertaining to the provision of Library services to users with disabilities;

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

- How to interact and communicate with users with various types of disabilities;
- What to do if a person with a particular type of disability is having difficulty accessing Library services;
- How to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal;
- Information about the equipment or devices available on Library premises that may help with the provision of Library services to persons with disabilities.

8.3 A record of training provided to persons to whom this act applies on the AODA and this policy will be kept by the Director, Human Resources and Organizational Effectiveness.

8.4 Training will be provided as part of orientation training for new employees and on a continuing basis as required.

### 9. **Feedback on Services**

Feedback from a member of the public about the delivery of services to persons with disabilities may be given by telephone, in person, in writing, in electronic format or through other methods.

### 10. **Availability of Documents**

10.1 Policy documents will be available on the Library's website.

10.2 Policy documents will be provided, consistent with the requirements of the AODA and Ontario Reg. 429/07.

### **BACKGROUND:**

The Accessibility for Ontarians with Disabilities Act (AODA, 2005) is a provincial act with the purpose of developing, implementing and enforcing accessibility standards in order to achieve accessibility for persons with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises.

## LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Accessibility for Users with Disabilities:  
Customer Services Standards**

Policy Type: Means

Policy No.: M-04

Effective Date: April 28, 2011

Review: April, 2013

---

Under the AODA, Ontario Regulation 429/07 entitled “Accessibility Standards for Customer Service” came into force on January 1, 2008. The Regulation establishes accessibility standards specific to customer service for public sector organizations and other persons or organizations which provides goods and services to members of the public or other third parties.

The City of London, Accessible Customer Service Policy, upon which the Library policy is based, is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07).

### **INQUIRIES:**

CEO & Chief Librarian  
Manager, Services and Operations

### **KEYWORDS:**

### **RELATED DOCUMENTS:**

Delegations and Public Participation Policy  
Charter of Library Use  
Accessibility for Ontarians with Disabilities Act (2005)

### **DOCUMENT CONTROL:**

Approved: November 21, 2007 – (Accessibility for Library Users with Disabilities)  
(L07/57.3)

Reviewed: January 22, 2009 (Board Motion L09.04.1)  
April 28, 2011 (Board Motion

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Delegations and Public Participation

**Policy Type:** Means

**Policy No.:** M-100

**Effective Date:** April 28, 2011

**Review:** April, 2015

---

**PURPOSE:** The purpose of this policy is to outline how the London Public Library Board provides opportunities for members of the public to provide input into and comment on the policies, practices, services and operations of the London Public Library.

**SCOPE:** The policy governs the status of delegations in writing or in person at regular meetings of the Board or at specially organized public participation meetings *and correspondence directed to the Board.*

---

### **DEFINITIONS:**

“Board” means London Public Library Board.

“Delegation” means any member of the public making a presentation to the Board, either on his or her own behalf or as a representative of an organization or group.

“Correspondence” includes letters, e-mails or written or audio (transcribed) correspondence in any form directed to the London Public Library Board or to the CEO & Chief Librarian, as the Secretary-Treasurer of the Board, regarding matters of Board interest; a written brief presented at a regular meeting of the Board, along with an oral presentation; or a brief or audio file (transcribed) submitted to a public participation meeting.

“Regular meeting” means the public session of the regular meeting of the Board as defined in the Library Board by-law.

“Public participation meeting” means a publicly advertised special meeting called by the Board to hear from the public on a specific issue.

“MFIPPA” means *Municipal Freedom of Information and Protection of Privacy Act* (RSO 1990, M56, and amendments)

“Personal information” means recorded information about an identifiable individual as defined under MFIPPA.

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Delegations and Public Participation

**Policy Type:** Means

**Policy No.:** M-100

**Effective Date:** April 28, 2011

**Review:** April, 2015

---

### **POLICY STATEMENT:**

The London Public Library Board values input from the public with respect to its policies, practices, services and operations and encourages public participation in its decision-making process. The Board recognizes the importance of members of the public being able to present their viewpoints on library matters.

It is the policy of the Board to encourage members of the public to express their ideas about and viewpoints on the services that the Board provides and on issues related to library services. The Board provides opportunities for members of the public to be delegations at regular meetings and at public participation meetings *or to send correspondence to the Board.*

- 1.1 Any member of the public may be a delegation *or send correspondence*, either on his or her own behalf or as a representative of an organization or group, for the purposes of presenting information, a viewpoint or concern regarding services and operations or other matters that are the responsibility of the Board.
- 1.2 A delegation may be made at any regular public meeting of the Board or at a public participation meeting, in accordance with the by-laws of the Board.
- 1.3 *Any member of the public with a disability may provide the delegation or send correspondence to the Board through a means that takes into account that person's disability.*
- 1.4 Depending on the nature of the concern, the Board may refer delegations *or correspondence* to the CEO for a resolution of the issue or for further review.

### **Delegation Responsibilities for Presentations**

- 1.5 When a delegation makes a presentation to the Board, the delegation is also welcome to make a written submission but it is not necessary. Written comments may also be sent without speaking to the Board.
- 1.6 In accordance with the MFIPPA, the delegation must acknowledge that notes taken by the Board of any presentation and/or written submissions that are presented to

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Delegations and Public Participation

**Policy Type:** Means

**Policy No.:** M-100

**Effective Date:** April 28, 2011

**Review:** April, 2015

---

the Board, along with the delegation's name, will become part of the public record and may be published as part of the agenda and/or minutes of the meeting, posted to the Board's website and made available to the media.

- 1.7 Delegations are expected to act with respect and consideration for others and to adhere to the London Public Library Charter of Rights and the rules of procedure of the Board. The Chair will take appropriate action to maintain proper order and decorum during the meeting.
- 1.8 Delegations may not provide personal information (including views or opinions) about another person, as defined in MFIPPA as "personal information", without acknowledging in the presentation that prior agreement of that individual has been given.
- 1.9 *Personal information of a third party received in delegations will not be published by the Board without written permission of the identified individual, according to the requirements of MFIPPA.*
- 1.10 Delegations may address the Board for a maximum of five minutes. The Chair, with the concurrence of the Board through simple majority vote, may reduce or increase the time available to a delegation.

### **Board Responsibilities**

- 1.11 The Board will provide its meeting agendas, reports and other documents in a manner that is timely to enable opportunities for public participation. The Library Board will balance this deadline with other timelines required to conduct its business.
- 1.12 The Board reserves the right to request any additional information regarding a particular application, before granting delegation status.
- 1.13 If issues or concerns are raised about an LPL employee's performance (other than that of the CEO) as part of a delegation request, the Chair, after consultation with the Executive Committee, will direct the delegation first to the CEO's office for resolution.
- 1.14 Board trustees may ask questions of the delegation in order to seek clarification and/or additional information only. Staff may also be asked by Board trustees to provide clarification or confirmation of information.

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Delegations and Public Participation

**Policy Type:** Means

**Policy No.:** M-100

**Effective Date:** April 28, 2011

**Review:** April, 2015

---

- 1.15 If the number of delegations exceeds what can be reasonably scheduled at any particular meeting, at the discretion of the Chair, after consultation with the Executive Committee, the Chair or Board may, through motion:
- (a) defer a decision about a report to a time at a regular meeting at which all the delegations can be heard, or
  - (b) decide to hold a public participation meeting, rather than hear from delegations at a regular meeting.
- 1.16 Unscheduled delegations at a regular meeting will require a simple majority vote of the members of the Board present in order to proceed with the delegation.
- 1.17 After the delegation(s) have been heard at a regular meeting, the Board will, through motion, decide the appropriate action to be taken.

### **Correspondence**

- 1.18 *Correspondence may be sent to the London Public Library Board or the CEO & Chief Librarian, as the Secretary-Treasurer of the Board, regarding matters of Board interest.*
- 1.19 *Correspondence is received in public session by the Board and becomes part of the public record of the proceedings of the London Public Library Board as required under the Ontario Public Libraries Act (1990).*
- 1.20 *In accordance with the requirements of the MFIPPA, personal information about the author of the correspondence will become part of the public record.*
- 1.21 *Personal information about a third party, received in correspondence, will not be published by the Board without written permission of the identified individual, according to the requirements of MFIPPA.*

### **Compliance**

- 1.22 *This policy is in compliance with the requirements under the Accessibility for Ontarians with Disabilities Act (2005).*

LONDON PUBLIC LIBRARY  
POLICY

**Title of Policy:** Delegations and Public Participation

**Policy Type:** Means

**Policy No.:** M-100

**Effective Date:** April 28, 2011

**Review:** April, 2015

---

**BACKGROUND:**

---

**INQUIRIES:**

**CEO & Chief Librarian**

**KEYWORDS:**

Delegate, representative, lobby

**RELATED DOCUMENTS:**

Accessibility for Users with Disabilities (Customer Service Standards) Policy (M-04)

Accessibility for Ontarians with Disabilities Act (2005), Ontario Regulation 429/07

---

**DOCUMENT CONTROL:**

Approved: December 12, 1984

Reviewed: November 16, 1994

February 21, 2007 (Board Motion L07/12.4)

November 19, 2008 (Board Motion L08/57.2)

April 28, 2011 (Board Motion

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy: Friends of the London Public Library**  
**Policy Type: Means**  
**Policy No.: M-102**

**Effective Date: April 28, 2011**

**Review Date: April, 2015**

---

### **PURPOSE :**

The purpose of this policy is to establish the conditions under which the Friends of the London Public Library is established and operate.

### **DEFINITIONS**

“Friends” means Friends of the London Public Library

“Library Board” means London Public Library Board

### **POLICY STATEMENT**

1. The Friends may only be established and exists with the approval of the London Public Library Board.
2. The organization, purposes, executive, membership, and operations of Friends are governed by the Bylaws of the Friends, as approved by the Library Board:
  - (a) all amendments and changes to the constitution and bylaws are subject to Library Board approval.
3. The relationship between the Friends and the London Public Library is:
  - (a) the Library Board is responsible for library policy, planning, goal setting, and operations
  - (b) the Friends supports and furthers the objectives of the London Public Library Board through its activities and projects.
  - (c) The Friends will be task-oriented, with tasks related to particular projects, fund-raising activities, or special situations.
4. The purposes of the Friends are:
  - (a) To promote and publicize library services in the community,
  - (b) To advocate for the library at local levels of government,
  - (c) To recruit members, and
  - (d) To fund-raise.
5. All fund-raising and other projects of the Friends, including volunteer activities require the prior approval of the Library Chief Executive Officer or designate.

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Friends of the London Public Library  
**Policy Type:** Means  
**Policy No.:** M-102

**Effective Date:** April 28, 2011

**Review Date:** April, 2015

---

6. The Library Board is not obligated to carry forward suggestions, recommendations or proposals of the Friends.
7. One Library Board member and the Chief Executive Officer or designate will sit on the Executive Committee of the Friends as non-voting members.
8. Specific fund-raising projects of the Friends will focus on non-core service enhancements and other items that are not addressed in the Library's operating budget.
9. Friends' volunteers will be trained and managed according to guidelines established in consultation with Library Administration.
10. The Friends, through the Board representative, will report to the Library Board on a regular basis.
11. The Chief Executive Officer will determine an appropriate level of resource support to the Friends, including:
  - (a) staff support as advisors, resource personnel, or other appropriate role for specific Friends projects,
  - (b) library facilities and resource support (including office space, photocopying, furniture and equipment, etc.).
12. The Library Board shall not be liable for debts or obligations of the Friends except by prior agreement.

**INQUIRIES:**

CEO & Chief Librarian

**DOCUMENT CONTROL:**

Approved: June 17, 1992 (Board Motion L92/54.5)  
Reviewed: February 21, 2007 (Board Motion L07/12.4)  
April 28, 2011 (Board Motion