

Oxford County Library

LIBRARY BOARD POLICIES

(Consolidation October 2010)

Oxford County Library was established January 1, 1965 and currently provides public library service through branches in Brownsville, Burgessville, Embro, Harrington, Ingersoll, Innerkip, Mount Elgin, Norwich, Otterville, Plattsville, Princeton, Tavistock and Thamesford.

Oxford County Library was established by County Council of the County of Oxford (By-Law 1981) and is a public library under the *Public Libraries Act* (Revised Statutes of Ontario 1990, Chapter P.44).

Oxford County Library is under the management and control of the Oxford County Library Board. The Board sets policy for the operation of the library system and in all other matters adheres to the policies of the County of Oxford. Board members are appointed by the County of Oxford. The Chief Librarian is the Chief Executive Officer of the Library and the Secretary to the Board.

Address of the Oxford County Library Board is:

21 Reeve Street,

P.O. Box 1614

Woodstock, Ontario N4S 7Y3

Telephone (519)539-9800 Ext 3260

Fax (519)421-4712

Chief Librarian / CEO Lisa Miettinen: lmiettinen@ocl.net.

MISSION STATEMENT

The Vision Statement of Oxford County Library is as follows:

Our libraries are a focal point of our communities with strong connections to community services, local business and residents. Our facilities are vibrant, welcoming, and accessible meeting places where community members of all ages come together to learn, grow, exchange ideas, and enrich their lives. Our libraries offer multifaceted and relevant collections; innovative technologies; and, through skilled and committed staff members, actively engaged communities, governments and other partners, provide programs and services that "make a difference". The library system contributes to the cultural, educational, social, and economic vitality of the County.

INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to

read and the freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Oxford County Library Board declares its acceptance of the Ontario Library Association's Statement on the Intellectual Rights of the Individual:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
- 2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- 3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- 4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- 5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- 6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- 7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

(Ontario Library Association, November 7, 1998)

BOARD PLANNING CYCLE

The Oxford County Library Board will review its goals and evaluate its objectives annually at its September meeting. The Chief Librarian will prepare draft objectives and a business plan for the following year for the Board's consideration at its October meeting.

OXFORD COUNTY LIBRARY CIRCULATION POLICY

Intent

This policy serves to provide direction to library staff responsible for the circulation of library materials and to inform the public of the policy guiding the borrowing of this material. Section 23 of the *Public Libraries Act* empowers the Board to make rules for the use of library services by the public. The confidentiality of patrons' borrowing records is protected by the library.

Access to Library Services

1. Any person may use, on the premises and while the library is open, the books, materials and services of Oxford County Library without obtaining a library card. The library may exclude from use persons who violate the library's Rules of Conduct.
2. In-person library service is available at library Branches during open hours only. Programs and other special events may be offered outside of open hours and may require registration.

Library Cards

1. Free borrowing privileges are granted by the Oxford County Library Board to persons who reside in Oxford County and who register for a library card and by signing the card agree to follow the library's rules and regulations. One piece of identification with the applicant's current address is required as proof of identification. A valid library card indicates that the person named on the card is entitled to borrow material from the circulating collection of the Oxford County Library in accordance with the Board's policies and procedures. The library card also entitles borrowers to access the library's on-line databases and resources.
2. Free reciprocal borrowing privileges in Brant County, Elgin County, Middlesex County, Norfolk County, Region of Waterloo, London, St. Marys, Stratford and Tillsonburg public library systems are available to Oxford County residents. Oxford County Library card holders may obtain free reciprocal borrowing privileges by presenting their current Oxford County Library card and address identification at any public library in these locations.
3. Library cards are non-transferable and remain the property of the Oxford County Library.
4. Borrowers are given a Personal Identification Number (PIN) in order to access their account on-line and may change their PIN at any time by accessing their on-line account. Borrowers must report any changes in their information to the library as soon as possible. Lost or stolen cards should be reported to any Branch library immediately. A \$2.00 replacement fee will be charged for a lost or stolen card. A patron who has forgotten their library card or who has reported their card lost or stolen may borrow materials after showing identification. Patrons who regularly check out materials without their library card may be asked to purchase a replacement card.
5. Library cards expire two years from the date of registration and may be renewed with verification of current address. A card may not be renewed if fines / fees exceed \$10.00.
6. Children age 12 and under require the signature of a parent / guardian on their library card to verify information and confirm parental consent. Parents / guardians are responsible for any fines / fees or bills incurred on the library card until the child reaches age 13. Children age 13 and over must present identification with their current address to obtain a library card.
7. Non residents who do not live in areas where there are reciprocal borrowing privileges may apply for a library card by presenting proof of home address.
8. On-line library cards can be obtained from the library's web catalogue for those users without a regular library card who wish to use the library's on-line databases and services. On-line library cards can only be used to access on-line resources.
9. Temporary visitors to the County of Oxford can obtain a temporary card by presenting proof of their home address and providing their temporary Oxford County address.
10. A person may register on behalf of a bona fide community group or institution by obtaining an institutional library card. To obtain this card the person must present proof of address and

proof of affiliation with the group or institution. The person is responsible on behalf of the group or institution for any loss or damage to items borrowed on the group card. All group or institutional cards must be approved by the Chief Librarian or designate.

11. Printed library card applications will be available upon request at each Branch and on the library's website. Teachers may bring completed applications to any Branch to have cards prepared for students in anticipation of class visits. Applications for children age 12 and under must be signed by a parent or guardian in order for the library card to be issued. The parent / guardian will then be required to sign the card for subsequent use.

Loan Periods

1. All Oxford County Library materials are loaned for a period of 21 days except for the Book Club in a Bag sets which have a 56 day (8 week) loan period and DVDs which have a 7 day loan period. No limits are placed on the number of items which may be borrowed. In each Branch, borrowers are issued a printed date due slip when materials are checked out.
2. Materials may be returned to any Oxford County Library Branch. Reference materials which do not circulate may be loaned for brief time periods on special request or in exceptional circumstances as approved by the Branch Supervisor.
3. All Branches are equipped with drop boxes to enable borrowers to return library materials at any time.
4. Borrowers may renew library materials prior to their due date twice to a maximum of three loan periods. Materials with holds cannot be renewed.
5. Materials may be renewed in person at any Oxford County Library Branch, by telephone during open hours only or on-line through the library's web catalogue. An up to date borrower's card is required to renew materials. The Personal Identification Number (PIN) is required for on-line renewal.
6. Borrowers may review their borrowing activity at any time by using their library card and PIN to access their account on the library's web catalogue.
7. Special extended loan periods may be given upon request for projects and other patron needs.
8. The Oxford County Library provides a Home Library Service to home bound individuals and residents of nursing and retirement homes. Books are loaned for 21 days but loan periods may be adjusted for specific patron need. Fines are not collected on the late return of materials. The Renewal Policy applies to this service.

Hold

1. Patrons may place holds on library materials which are currently held by the library or on order for the collection. There is no limit on the number of holds, and there is no charge to place a hold.
2. Patrons may place holds in person at any Branch with their library card, by telephone during open hours or through the library's web catalogue.
3. When a hold is available, the patron will be notified by telephone or by email if they have provided the library with their email address.
4. Hold materials are held at the pick up Branch for 7 days. After this time the hold will be removed, and the item will be passed on to the next borrower or returned to the owning Branch for shelving.

5. Patrons may cancel holds by notifying Branch Staff in person during library hours or by telephone during open hours or through the library's web catalogue.

Interlibrary Loans

1. The Oxford County Library Board recognizes that borrowers have varied reading interests. To meet as many of these reading needs as possible, the Oxford County Library participates in the Information Network for Ontario Interlibrary Loan system. Books are borrowed for Oxford County Library patrons and Oxford County Library books are loaned to libraries outside of Oxford County.
2. Oxford County Library patrons with current library cards may request the loan of books not in the Oxford County Library collection through the Interlibrary Loan Service at any Oxford County Library Branch or on-line using the requests module. There is no charge for this service. The Chief Librarian may limit the number of requests per borrower.
3. Books borrowed through Interlibrary Loan have the standard Oxford County Library 21 day loan period unless the loaning library specifies a shorter loan period. Interlibrary Loan books may be renewed at the discretion of the lending library and may be renewed for one week only. These books are subject to the same fine schedule as Oxford County Library books.
4. Borrowers who have lost Interlibrary Loan books cannot use the Interlibrary Loan Service.
5. Oxford County Library books loaned to other library systems are loaned for 6 weeks to cover shipping and processing time.

Fine Rates

Fine rates are the same for all material types:

10¢ per day per item to a maximum of \$2.00 per item

When fines on a patron's card reach \$10.00, borrowing privileges and computer privileges are suspended until fines and outstanding bills are paid or reduced to under \$10.00. Any charge or fine may be adjusted under exceptional circumstances for any borrower at the discretion of the Chief Librarian or designate. Reinstatement of computer privileges for patrons with fines of \$10.00 or more is at the discretion of the Branch Supervisor.

Fine Free Periods

The Board authorizes Staff to waive fines during the months of June and December for borrowers with fines who donate non-perishable food stuffs acceptable to the food bank.

Over Due Billing Notification

The library reminds borrowers to return late materials through a series of mailed or emailed notices culminating in a bill for the replacement cost of the unreturned item and the associated fine. The following overdue process is used:

Courtesy reminder notices are sent by email 3 days prior to the due date of the item and again

on the due date.

First Overdue Notice - sent by mail or email if patron has provided an email address 4 weeks after the due date containing a list of overdue items and their due dates.

Second Overdue Notice - sent 8 weeks after the due date by mail or email in the same format but containing a statement advising the borrower that they will be billed for replacement costs and fines if the items are not returned.

Third Overdue Notice - sent by mail or email 12 weeks after the due date. Borrowers are advised that the items have been declared "Lost" by the library and a bill is included for the replacement cost. In circumstances where the cost of an item cannot be determined, the library will bill a replacement cost of \$25.00. When billed items are returned to the library and the fine is paid, the replacement cost is canceled. Patrons may pay fines and bills for replacement by cheque or cash. In Branches where there is a self check out unit, borrowers may pay their own fines after purchasing a library issued cash card.

If an overdue item has a hold placed on it by another patron, an email notice is sent the day after the item is due and weekly thereafter asking the borrower to return the item as soon as possible. Borrowers without email accounts are telephoned once and asked to return the hold item as soon as possible.

Lost and Damaged Library Materials

When patrons report that they have lost library materials, they will be assessed the cost of the item indicated in the catalogue record. For damaged items, the Branch Supervisor will evaluate the item to see if it can be repaired. If the damage is minimal and repairs can be made, there is no charge to the borrower. If the item is unrepairable, the borrower will be assessed the cost of the item indicated in the catalogue record. Borrowers may not keep a damaged item after the assessed cost has been paid. Repeated incidents of loss / damage by a patron will result in the suspension of borrowing privileges and may result in legal action.

Refunds

Lost library materials remain the property of the Oxford County Library Board. If an item is found and returned within two years after the charges for the item have been paid, a refund may be issued to the borrower. Lost and paid material charges will first be applied to any outstanding charges currently assessed to the borrower and the remaining amount will be refunded. Refunds for less than \$10.00 will be issued by Branch Staff by cash or as a credit on the borrower's account. All other refunds will be issued by cheque from the Oxford County Treasury Department.

Book Sales

In order to dispose of surplus or damaged books and other materials, the library may sell

canceled materials to the public. The prices to be charged for canceled materials are set by the Chief Librarian and in accordance with the following guidelines:

- a) prices are to be consistent in all Branches,
- b) surplus materials which have been offered for sale but remain unsold may be sold at reduced prices or donated to other agencies in the community.

Photocopying and Faxing Fees

Oxford County Library provides photocopying and faxing services at each Branch as part of the library's public service. The fees are as follows:

Letter or Legal size paper

20¢ per copy, single sided (10¢ if patron provides paper)
30¢ per copy, double sided (20¢ if patron provides paper)

Ledger size paper

25¢ per copy, single sided (15¢ if patron provides paper)
40¢ per copy, double sided (30¢ if patron provides paper)

Coloured photocopies

50¢ per copy

Faxes

Local faxing \$1.00 per page
Long distance faxing \$1.25 per page
Overseas faxing \$2.00 per page

Job Seekers

To assist job seekers who have difficulty accessing Employment Centres, all Branches of Oxford County Library will allow these patrons to make a limited number of free photocopies and send a limited number of free faxes:
Photocopying - up to 10 free copies per day, limited to two times per week
Faxes - up to 5 pages free per day of local or long distance faxes, limited to two times per week

Exceptions

In the event that government grants and funding are available to assist the library with the provision of these services, copying and faxing fees may be reduced or waived.

Other Fees

CDR Discs

CDR discs \$3.00 per disc

Microforms
20¢ per copy

Cash Cards
\$1.00 includes \$1.00 credit

REFERENCE AND INFORMATION SERVICE POLICY

Reference and Information Service in the public library facilitates access to information. Reference service is a process by which trained library staff endeavour to satisfy the information needs of individual library users by accurately identifying the information they require and then either guiding them to the most appropriate information sources or providing the information itself. The provision of Reference and Information Service is a vital part of the function and mission of the public library. This service supports the vision of the Oxford County Library by contributing to the cultural, educational, social and economic vitality of the county and its residents.

1. All branches of the Oxford County Library offer one on one Reference and Information Service during regular library hours.
2. Reference and Information Service is available to all persons served by the library. It is not necessary to have an Oxford County Library card to obtain Reference and Information assistance from staff.
3. Each Branch maintains a collection of reference sources in addition to electronic sources available system wide.
4. Branch staff are trained in the provision of Reference and Information Service and use all available resources to assist patrons. In depth or complex questions are referred to the Ingersoll Library. Branch Pages refer all reference questions to the Branch Supervisor or designate. Questions are answered accurately and completely in a timely manner.
5. Reference and Information Service is offered to the public during open hours in a variety of situations. The library accepts questions from the public in person, by telephone and by mail or fax.
6. The library seeks out, evaluates and purchases reference materials in print and electronic format to meet the information needs of its communities.
7. Reference and Information Service is promoted by staff through in person contact and through the library's website and other marketing sources.

READERS' ADVISORY SERVICE POLICY

Readers' Advisory Service meets the leisure and recreational reading needs of Oxford County Library patrons. As a one on one process of matching readers with the materials that meet their reading interests, Readers' Advisory Service supports the vision of the Oxford County Library by reaching out to a broad audience of users and enriching their lives by offering them multifaceted and relevant collections to meet their reading needs. As a fundamental library service, Readers' Advisory builds a community of readers and increases community connections.

1. All Branches of the Oxford County Library offer one on one Readers' Advisory Service during open hours.
2. Readers' Advisory Service is available to all patrons served by the library. It is not necessary to have an Oxford County Library card to obtain Readers' Advisory assistance.
3. Readers' Advisory Service uses specialized resources for assisting children, youth and adults. Each Branch maintains a collection of resources and finding aids. The service is further supported through electronic databases and internet sources.
4. Branch staff are trained to have the skills and abilities to provide Readers' Advisory Service to patrons of all age ranges. Staff focus on the whole catalogue in order to meet the users' content and format preferences.
5. The library seeks out, evaluates and purchases resources in print and electronic format to help readers make informed choices about their reading. In house materials such as book club sets, newsletters and finding aids are prepared to meet the specific needs of users.
6. Readers' Advisory Service is promoted to the public by staff interaction, signage, displays and on the website.

LIBRARY AND ROOM RENTALS POLICY

In response to community need and in order to support community oriented activities, Oxford County Library, where practical, rents a library branch or room in a library branch for community use. Library programs and activities have priority in the use of library facilities. The library reserves the right to refuse a request for rental space or to rescind a previously approved request. All organizations or persons renting a library space must agree to abide by all Oxford County Library room use rules. Use of a library space by an organization or person constitutes agreement to abide by all room use rules regardless of whether or not the organization or person signs a copy of the rental application. The library assumes no responsibility for any loss, damage or injury suffered by persons on library premises unless due solely to the negligence of the library. The Oxford County Library Board determines fees for the rental of library branches or rooms in a library branch.

Rules For The Use of Oxford County Library Rental Space

All renters must complete a copy of the rental application and submit it to the Branch Supervisor for approval prior to use and agree to the following rules for library / room use:

1. Smoking is prohibited on library premises.
2. Alcoholic beverages must not be consumed or dispensed on library premises.
3. Food and beverages may be served by renters. Food preparation for events open to the public is subject to the provisions of the *Health Protection and Promotion Act of Ontario, Food Premises Regulations*. See <http://www.e-laws.gov.on.ca/index.html>.
4. Keys to meeting rooms and to library facilities are the property of Oxford County Library Board, and renters must pick up the key(s) from the Branch Supervisor during library hours. The Branch Supervisor must be kept informed of the name, address and telephone number of the person responsible for the key(s). Lost keys must be reported immediately to the Branch Supervisor. A charge will be levied against a group or person losing a key in order to offset the cost of changing locks. Community groups or persons receiving keys to a meeting room

- and/or facility must not duplicate the key(s) and will return the key(s) either upon demand from library staff or when the meeting room or facility is no longer booked.
5. Persons renting library space are responsible for the set up and arrangement of the space. No bookshelves, desks or tables may be moved or other significant re-arrangements undertaken without the permission of the Branch Supervisor. The facility shall be returned to the same condition as found or the group or individual will be charged the cost of cleaning and / or repair and may be denied further permission to rent facilities for a specified period of time by the Chief Librarian.
 6. Renters shall not obstruct any portion of fire exits, entry halls or other ways of access to the premises.
 7. Renters shall not affix any items to the walls of the premises nor put up advertising signs or decorations in the library halls and entry ways without prior approval of the Branch Supervisor.
 8. Storage space is not regularly provided for community use. Branch Supervisors may allow storage of materials depending on space available in the library. Requests to store materials must be made to the Branch Supervisor and must be approved by the Branch Supervisor and the Chief Librarian or designate. Storage space must be applied for annually and will only be approved for one calendar year at a time. The library assumes no responsibility for any loss or damage to materials stored on its premises.
 9. The library reserves the right to enter the premises at all times to ensure the event and use of the rental space conforms to all terms and conditions.
 10. When functions terminate after library hours, the renter shall ensure that all directions for closing are followed.
 11. Use of the premises does not imply endorsement by the Oxford County Library of the policies or activities of the renter. Renters may only use the library's name in promotional material to indicate the location of their event. Renters must ensure that the phone number of the organization or of an individual is listed on promotional material as a source for further information about the event.
 12. Groups that use an established space in a library on an on-going basis may apply to the Chief Librarian to be considered "tenants". Tenants are managed through specific agreements approved by the Chief Librarian.
 13. Renters shall not use or permit the premises to be used for any activity which violates any of the laws of Canada or of the Province of Ontario or of the local municipality including requests of police and fire authorities.
 14. Renters must advise the library as soon as possible of the cancellation of a rental booking.
 15. These rules are subject to change at anytime by the Oxford County Library.

Rental Fee Structure

Fees include the use of library tables, chairs, lecterns and white boards if available and must be paid in advance of the use of the library or room. Rental fees include H.S.T. Failure to pay rental fees may result in the cancellation of the rental and denial of future rentals.

\$10.00 for any morning, afternoon or evening rental period

\$12.00 for any two morning, afternoon or evening rental periods

\$15.00 for a full day (morning, afternoon and evening) rental period

Exceptions

Ingersoll Branch Program Room
Norwich Branch Program Room
Plattsville Branch Program Room
Tavistock Branch Program Room
Thamesford Branch Lions Den

\$20.00 for the first hour and \$5.00 for each additional hour.

The Chief Librarian may waive all or partial rent charges in the following situations:

- a) the renting organization is a non profit organization providing benefit to the local community;
and
- b) the use for which the library room is being rented is compatible with the library's mission; and
- c) no admission fee will be charged by the renting organization

Room rental fees will be waived for organizations which have entered into a partnership with the library or where the library is cosponsoring a program with the organization.

Community Engagement Policy

The Oxford County Library Board supports and encourages collaboration with individuals, groups and agencies in the community to achieve its vision, goals and objectives. It recognizes and values community support. The intent of the volunteer policy is to provide direction to staff who manage and work with volunteers in the branches of Oxford County Library.

Volunteers

Volunteers are people who work in the Oxford County Library system without wages, benefits or financial compensation. Volunteer involvement by members of the public mutually benefits both the volunteer and the library by increasing the capacity of the library to accomplish its goals and provide volunteers with opportunities to develop and contribute. (Canadian Code for Volunteer Involvement 2006)

1. Volunteers will not be used to replace the work of paid employees. Volunteers must be 13 years of age or older. Applicants under the age of 18 must have a parent / guardian sign their application form.
2. Oxford County Library supports the community service volunteer requirements of local boards of education by allowing secondary students to fulfill all or part of their volunteer requirements in the Branch Libraries. Students must provide the appropriate documentation from their schools along with a completed volunteer application.
3. The library's volunteer program will be coordinated by staff designated by the Chief Librarian.
4. All volunteer applicants will be required to fill out the library's volunteer application form available at all Branches and on the library's website and attend a selection interview where they will be given a copy of the volunteer job description. Applicants who are selected for the library's volunteer program and whose duties require direct contact with children or vulnerable

adults must obtain a criminal reference check at their own cost in accordance with Oxford County policy.

5. One-time volunteer assistants (at special events or special projects) do not require an application process. However, the one-time volunteer must be supervised at all times by library staff.
6. Volunteers working in the libraries of Oxford County will adhere to the same work policies and behaviour codes as employees of Oxford County. Volunteers who do not adhere to these policies or where their work does not meet expectations are subject to dismissal from the volunteer program.
7. Selected volunteers will be given orientation to the library and training in the duties they will be performing. Volunteers will report to the supervisor in the Branch where they are assigned for work.
8. Volunteer programs will be established in Branches where there is a need for volunteer assistance.
9. The Library Board will recognize the work of volunteers through a recognition program.

Service Partnerships

Partnerships with community groups, agencies, governments and businesses are mutually beneficial agreements that assist the library and participating organizations in the delivery of service to a targeted audience. The Board recognizes that outreach is a valuable part of library work and that other agencies in the community share aspects of the library's vision of public service. Staff are directed to explore opportunities to enhance service through partnering with community groups and public and private sector agencies to meet the service goals of the library. Partnerships include the sharing of library space and materials to provide programming and other events for the public in Branches and other shared facilities. It also includes becoming part of outreach programs and initiatives of government and the private sector where there are mutually beneficial results anticipated.

As part of community outreach, Administrative staff will develop contacts between the library and other service providers. The Chief Librarian will negotiate shared service agreements as opportunities arise and will be responsible for implementing, monitoring and updating agreements. These services will be mutually beneficial to both the library and its partner(s).

Nursing Homes and Assisted Living Facilities

Oxford County Library serves people with diverse needs and strives to maintain strong connections to all residents of the county. To this end, Oxford County Library provides service to borrowers who reside in nursing homes and assisted living facilities and to borrowers in their own homes who are unable to visit an Oxford County Library. Library staff assisted by volunteers provide one-on-one service meeting the library needs of those who register for this service. Where practical, group loans of large print books are made to nursing homes.

Advisory Committees – Friends of the Library

Intent

The Oxford County Library system depends on its branches having the support of the community served by the branch and requires excellent communication with each community. One means of supporting communication may be the establishment of a Friends of the Library group.

1. Role/Purpose: An Advisory Committee or Friends of the Library group shall choose as its purpose one or more of the following activities:
 - a) Advocate on behalf of the Oxford County Library Board for support for the library.
 - b) Hold special events.
 - c) Assist staff through the provision of volunteer help in accordance with a Volunteer Policy.
 - d) Undertake approved fundraising projects.
 - e) Advise the Board on ways to improve library service to the community.
 - f) An Advisory Committee or Friends of the Library group has no authority to institute policy for the branch.
2. The Advisory Committee shall review its purpose at least every term and make any necessary revisions.
3. The Branch Supervisor shall provide formal liaison with the group and act as Secretary. As such, the Branch Supervisor shall attend all meetings as a non-voting member.
4. Each Advisory Committee is encouraged to consider system-wide projects (e.g., sale of book bags).
5. Currently there are 2 Advisory Committees in the following branches:
 - a) Ingersoll Library Advisory Committee
 - b) Thamesford Library Advisory Committee
6. Procedures for the establishment and operation of Advisory Committees / Friends Groups are found in the Library Board Governance Policy Manual.

Rules of Conduct

Oxford County Library is committed to providing quality service, community support, and access to information in a welcoming environment. The library's Rules of Conduct are intended to ensure the comfort and safety of all library clients. Staff make every effort to apply these rules in a fair and positive manner for the benefit of all.

1. All library clients are expected to be respectful and considerate of others, including fellow clients, library personnel, and library property and to refrain from disruptive, offensive, or abusive behaviour.
2. Animals and pets are not permitted in the library or within 3 metres of the entrances, with the exception of service animals or those scheduled in library authorized programs.
3. The library is a non-smoking facility; smoking on library premises is prohibited.

4. Library clients must wear appropriate attire, including shoes and shirts.
5. The library is not responsible for personal belongings of clients. Do not leave items of value unattended.
6. Public computer workstations are limited to one user at a time, except by staff permission.
7. Eating and drinking are not allowed, except in designated areas.
8. Sporting equipment is not permitted to be used on library property. This includes, but is not limited to, in-line skates and roller blades, skateboards, and scooters.
9. Persons shall not loiter on library property before or after Library hours.
10. Members of the public are not permitted into non-public areas unless authorized by library staff.
11. Restroom facilities are to be used for their intended purposes only. Vandalism and inappropriate behaviour will not be tolerated.
12. Cell phone users may be directed to make and receive calls outside of the library. Cell phones may not be used in study areas or washrooms.
13. Children are the sole responsibility of their parents and/or legal guardians while visiting the library. Children requiring supervision must not be left unattended on library premises.
14. Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial or charitable activity on library property must not be conducted without prior approval of the library CEO or designate.
15. In any situation where staff think the laws of Ontario or Canada have been contravened the police will be contacted.
16. Questions about these Rules of Conduct can be referred to library staff and administration.

Any violations of the Rules of Conduct may result in cost-recovery charges, suspension of library privileges, exclusion from the library and prosecution.

These Rules were amended by the Oxford County Library Board, September, 2010.