

AGENDA

OXFORD COUNTY LIBRARY BOARD BOARD MEETING

**Tuesday, July 21, 2026, 3:30 p.m.
Oxford County Administration Building - Room 222**

- 1. CALL TO ORDER**
- 2. APPROVAL OF AGENDA**
- 3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**
- 4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING**
 - 4.1 June 16, 2026
- 5. DELEGATIONS AND PRESENTATIONS**
- 6. CONSIDERATION OF CORRESPONDENCE**
- 7. REPORTS**
 - 7.1 2026-28 Key Agenda Items and Policy Framework
RECOMMENDATION
 1. That the Library Board receives verbal Report 2026-28 Key Agenda Items and Policy Framework Update for information and discussion.
 - 7.2 2026-29 New Operational Policy: Contest Policy
RECOMMENDATION
 1. That the Library Board approves the new Contest Policy as set out in Attachment 1 to Report 2026-29.
 - 7.3 2026-30 Operational Policy Review: Information and Readers' Advisory Policy
RECOMMENDATION
 1. That the Library Board approves amendments to the Information and Readers' Advisory Services Policy as set out in Attachment 1 to Report 2026-30.
- 8. UNFINISHED BUSINESS**
- 9. NOTICE OF MOTIONS**

10. NEW BUSINESS / ENQUIRIES / COMMENTS
11. CLOSED SESSION
12. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION
13. ADJOURNMENT



OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, June 16, 2026

Members Present: Vice Chair, Councillor Brian Petrie
Councillor David Mayberry
Katherine Grieve
Megan Blair
Alan Dale

Staff Present: L.M. Williams, CEO / Chief Librarian
A. Smith, Director of Human Services and Corporate Services
O. O'Reilly, Associate Manager of Financial Operations
J. Court, Manager of Budget and Performance Finances
K. De Weerd, Administrative Assistant

Absent: Chair Laura Langford
Cynthia Lacroix

1. CALL TO ORDER

Oxford County Library meets in regular session on this the sixteenth day of June 2026 in Room 221, Oxford County Administration Building, Woodstock at 3:33 p.m.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: Alan Dale

Seconded By: Megan Blair

Resolved that the agenda be approved.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

David Mayberry declared an interest in item number 7.7 2026-27 South-West Oxford Mount Elgin Branch Memorandum of Understanding because of holding position of Mayor, South-West Oxford.

4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION 2

Moved By: Katherine Grieve

Seconded By: David Mayberry



Resolved that the Library Board minutes of May 19, 2026, be adopted as amended.

DISPOSITION: Motion Carried

5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

NIL

6. CONSIDERATION OF CORRESPONDENCE

7. REPORTS

7.1. 2026-21 Key Agenda Items and Policy Review Framework (verbal report)

RESOLUTION 3

Moved By: Alan Dale

Seconded By: David Mayberry

Resolved that the Library Board receives verbal Report 2026-21, Key Agenda Items and Policy Review Update for information and discussion.

DISPOSITION: Motion Carried

7.2. 2026-22 Librarian Report

RESOLUTION 4

Moved By: Alan Dale

Seconded By: Megan Blair

Resolved that the Library Board receives Report 2026-22, Librarian Report, for information and discussion.

DISPOSITION: Motion Carried

7.3. 2026-23 Oxford County Library Financial Statements

RESOLUTION 5

Moved By: David Mayberry

Seconded By: Megan Blair

Resolved that the Library Board receives Report 2026-23 Oxford County Library Financial Statements for the year ended December 31, 2025, be accepted.

DISPOSITION: Motion Carried

David Mayberry left the meeting at 4:20 pm.

7.4. 2026-24 Year End Review

RESOLUTION 6

Moved By: Katherine Grieve

Seconded By: Megan Blair

Resolved that the Library Board receives Report 2026-24, 2025 Year End Statistics and Annual Report, for information.

DISPOSITION: Motion Carried

7.5. 2026-25 Operational Policy Review: Local History Policy

RESOLUTION 7

Moved By: Megan Blair

Seconded By: Katherine Grieve

Resolved that the Library Board approves the updated *Local History Policy* as amended.

DISPOSITION: Motion Carried

7.6. 2026-26 Governance Policy Review: CEO/Chief Librarian Policy

RESOLUTION 8

Moved By: Alan Dale

Seconded By: Megan Blair

Resolved that the Library Board approves the updated *CEO/Chief Librarian Performance Evaluation Policy* as amended.

DISPOSITION: Motion Carried

7.7. 2026-27 South-West Oxford Mount Elgin Branch Memorandum of Understanding

RESOLUTION 9

Moved By: Megan Blair

Seconded By: Alan Dale

1. Resolved that the Library Board receives Report 2026-27 for information and discussion;
2. And further, that the Library Board endorses the draft Memorandum of Understanding, Attachment 1 to Report 2026-27, regarding the proposed future library space within the new Municipal Office, Library and Child Care facility in Mount Elgin;
3. And further, that the Library Board authorize the CEO/Chief Librarian to execute the Memorandum of Understanding, subject to any minor administrative or legal revisions satisfactory to the Oxford County Council and South-West Oxford Township Council.

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

NIL

9. NOTICE OF MOTIONS

NIL

10. NEW BUSINESS/ ENQUIRIES/ COMMENTS

11. CLOSED SESSION

12. CONSIDERATION OF MATTERS ARISING FROM CLOSED SESSION

13. ADJOURNMENT

RESOLUTION 10

Moved By: Katherine Grieve

Seconded By: Megan Blair

Resolved that the Board meeting of June 16, 2026, be adjourned at 4:52 p.m. until the next meeting scheduled for July 21, 2026, at 3:30 p.m. at the Oxford County Administrative Building.

DISPOSITION: Motion Carried at 4:52 p.m.

Brian Petrie, VICE CHAIR

Lisa Marie Williams, SECRETARY



Oxford County Library Board - Key Agenda Items 2026

Agenda items	Jan	Feb	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
2025 Board Evaluation		X								Yearly Agenda Item
2025 Year End Statistics					X					Yearly Agenda Item
Librarian's Report and Monthly Statistics	X	X	X	X	X		X	X	X	Regular Agenda Item
Quarterly Metrics		Q4 (24)			Q1		Q2		Q3	Regular Agenda Item
2026 Business Plan and Budget Update				Q1			Q2		Q3	Regular Agenda Item
2025 Financial Audit					X					Yearly Agenda Item
2027 Business Plan								X		2027 Planning
2027 Budget								X		2027 Planning
CEO/Chief Librarian Performance Goals									X	Yearly Agenda Item
2027 Board Meeting Dates and Library Closures									X	Yearly Agenda Item
2022-2026 Library Board Legacy Document								X		4 Year Document

[illegible]

REPORT TO LIBRARY BOARD

New Operational Policy: Contest Policy

To: Oxford County Library Board

From: CEO / Chief Librarian

RECOMMENDATION

1. That the Library Board approves the new *Contest Policy* as set out in Attachment 1 to Report 2026-29.

REPORT HIGHLIGHTS

- Staff have determined that a new *Contest Policy* should be considered to clarify to library staff and the public how Oxford County Library shall proceed with public contests.
- The policy, as attached, has been reviewed by Oxford County Legislative Services.

IMPLEMENTATION POINTS

The updated policy will be distributed once approved. Staff have already considered this policy in contests related to the Summer Reading Program and Summer Reading Challenges.

Financial Impact

There is no financial impact beyond what has been approved in the current year's operating budget.

Communications

Pursuant to Library Board approval, the policy will be posted on the library website for public information under the Operational Policy section.

2024-2028 LIBRARY STRATEGIC PLAN

Report 2026-29
CORPORATE SERVICES
Board Date: July 21, 2026

Oxford County Library Board approved the [2024-2028 Library Strategic Plan](#) on February 20, 2024. The Plan outlines three key goals to advance the Library's vision to "Connect, discover, share, become." These goals are: (1) *Sustain service excellence*, (2) *Grow engagement and member relationships*, and (3) *Innovate access to service*.

The information in this report supports the following strategic goals.

Strategic Goals and Strategies

GOAL 1	GOAL 2	GOAL 3
 Sustain service excellence	 Grow engagement and member relationships	 Innovate access to service
Strategy 1.3 – Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.	Strategy 2.1 – Create and implement a Communications Strategy to build OCL's brand awareness and service offerings in the community. Strategy 2.2 – Develop and implement a Patron Management and Growth Plan to increase usership and community engagement with library programs, services and spaces.	

See: [Oxford County Library 2024-2028 Strategic Plan](#)

DISCUSSION

Background

Oxford County Library regularly uses promotional contests, and prize draws to increase awareness of library programs, collections, services and community initiatives. Contests are considered an effective tool for encouraging participation, attracting new users, and strengthening engagement with existing patrons.

While the library has periodically offered contests and giveaways, there has not previously been a standalone policy governing how contests are administered. As contests are subject to specific legal and regulatory requirements in Canada, establishing a formal policy will provide a consistent framework for contest administration and help ensure compliance with applicable legislation.

Comments

The new *Contest Policy* has been developed to establish clear guidelines for the administration of contests conducted by Oxford County Library. The policy was created following a review of practices at other Ontario public libraries and was reviewed by Oxford County Legislative Services to ensure alignment with applicable legislation and organizational risk management practices.

As the Library increasingly uses contests and prize draws to promote programs, collections, and services, it is important to ensure these activities are conducted in a fair, transparent, and legally compliant manner. The policy provides staff with a consistent framework for planning and administering contests while protecting the integrity of Library promotional activities.

The policy begins with a definitions section that establishes common terminology used throughout the document. Definitions were carefully reviewed with library staff to ensure clarity and consistency of interpretation. Key definitions include Promotional Contest, Merit-based Contest, Minor, and Immediate Family.

The procedures section is divided into four parts:

1. **Guidelines:** This section outlines the legislative and operational requirements that apply to Library contests. It confirms that all contests must comply with the Competition Act and clarifies that the Library is not eligible to conduct licensed lottery-style promotions. As a result, all Library contests must either be free to enter or include a no-purchase method of entry. It also establishes the information that must be communicated to participants, including contest dates, eligibility requirements, prize information, and winner selection processes.
2. **Ineligibility:** This section provides clear direction regarding the participation of Library staff, Board members, and their immediate family members. To avoid any real or perceived conflict of interest, these individuals are not permitted to participate in rando draw contests administered by the Library. However, staff, Board members, and their families may participate in merit-based contests where blind judging is conducted by independent community members or by vote.
3. **Contest Winners:** This section establishes the requirements that contest winners may be required to meet before receiving a prize. These requirements include verifying identity, correctly answering a skill-testing question where required, signing declarations of eligibility, and collecting prizes within specific timelines. The section also outlines the circumstances under which a prize may be forfeited and awarded to another participant.
4. **References and Related Documents:** The final section identifies the related documents and legislation to ensure the policy aligns with broader organizational governance and applicable provincial and federal legislation.

CONCLUSIONS

The adoption of a *Contest Policy* will provide clear direction to staff and promote transparency and fairness in the administration of contests, while reducing organizational risk and ensuring

compliance with applicable legislation. The policy also addresses the potential conflict of interest concerns and establishes consistent procedures that can be applied across all Oxford County Library locations.

SIGNATURES

Departmental approval:

Original signed by

Lisa Marie Williams
CEO / Chief Librarian

ATTACHMENTS

Attachment 1 Contest Policy, July 2026.



OXFORD COUNTY LIBRARY BOARD POLICY MANUAL

Section:	Operational	Chairperson's Signature:	
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CONTEST POLICY

BACKGROUND

Oxford County Library may use promotional contests to increase awareness of the Library's programs, collections, and services; while deepening relationships with existing and new members.

PURPOSE

This policy ensures that the Oxford County Library is compliant with all legislation related to contests and outlines the circumstances in which it is appropriate for library staff, board members, and/or family members to participate in Library contests.

DEFINITIONS

Promotional Contest	The Competition Bureau of Canada defines as "any contest, lottery, or game where a business or influencer gives away a product or benefit through chance, skill, or a combination of both."
Merit-based Contest	A promotional contest where winners are selected based on demonstrated ability, talent and / or specific judged criteria.
Minor	An individual under the age of 18 years of age.
Immediate Family	A parent, sibling or child living in the same household.

PROCEDURES

1.0 Guidelines

- 1.1 All contests are presented and administered by the Oxford County Library (OCL) and are governed by the *Competition Act*, R.S.C. 1985, c. C34.
- 1.2 Contests offered in partnership with external organizations may be subject to additional rules or guidelines, as agreed upon by the Library.
- 1.3 Oxford County Library is not eligible for a lottery license in accordance with the *Alcohol and Gaming Commission of Ontario* (AGCO). As such, all contests shall be free to enter or require a "no purchase entry" method.
- 1.4 Complete details for each contest will be available at each Library Location and on the Library's website, when applicable.



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- 1.5** In compliance with all applicable legislation, the Library commits to providing the following information for each contest:

1.5.1 Number and approximate value of prizes

1.5.2 Skill testing question requirements, when required

1.5.3 Contest start and end dates and/or times

1.5.4 Method of selecting winners

1.5.5 Method of entry

1.5.6 Notification of winners

1.5.7 Any other information relevant to entering, participating or winning.

- 1.6** Unless otherwise stated, contests are open to all patrons holding a valid and unexpired library card.

- 1.7** When a contest is open to minors, a parent or guardian's consent is required to obtain the prize should a minor win.

- 1.8** By participating in any Library contest, patrons agree to the Library using their name, image or social media profile name for advertising purpose related to the contest free of charge.

2.0 Ineligibility for OCL Contests

- 2.1** In order that there be no perception of bias, Oxford County Library staff, board members, and/or immediate family, may not participate in open/random draw Library contests.

- 2.2** Library staff, board members and their immediate families may apply to merit-based contests where blind judging is carried out by a panel of independent community members and/or the public.

- 2.3** The Library may require prize winners to sign a declaration indicating they are not library employees, board members or immediate family of Library employee.

- 2.4** Ineligibility rules do not apply to giveaways and/or milestone rewards.



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3.0 Contest Winners

3.1 Winners may be required to:

- 3.1.1 Present a valid library card and/or other identification
- 3.1.2 Pick up the physical prize at a specific location
- 3.1.3 Correctly answer a mathematical skill-testing question
- 3.1.4 Sign a release declaring their eligibility as stipulated in the contest rule and in adherence to this policy; releasing the Library, any sponsor or prize donor and their directors, officers and employees from all liability for any damage or loss arising from participation in the contest or from the awarding, acceptance or use of the prize.

3.2 Prizes must be accepted "as is" and may not be exchanged or refunded for an amount of money. No substitutions will be allowed.

3.3 Prizes will be forfeited, and the Library may select another winner if a selected contestant:

- 3.3.1 Cannot be reached or qualified using the information provided at the time of entry, within five business days.
- 3.3.2 Incorrectly answer the mathematical skill testing question (where applicable).
- 3.3.3 Declines the prize
- 3.3.4 Fails to return any required release forms or comply with section 3.1 of this policy
- 3.3.5 Fails to pick up the prize from specified location within 30 days.

3.4 If the prize cannot be awarded as described, the Library reserves the right to substitute a prize or prize component with another of comparable value, at its sole discretion.

4.0 References and Related Documents

4.1 Oxford County Library Policies

- 4.1.1 Oxford County Library. (2023, May). *Code of Conduct*.



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4.1.2 Oxford County Library. (2026, February). *Membership and Circulation Policy*.

4.2 Oxford County By-Laws and Policies

4.2.1 Oxford County. (2013, March). *Employee Code of Conduct*.

4.3 Legislation

4.3.1 *Competition Act*. R.S.C., 1985, c. C.34.

4.3.2 *Public Libraries Act*. R.S.O., 1990, c. P.44.

4.3.3 *Age of Majority and Accountability Act*. R.S.O. 1990, c. A.7.

REPORT TO LIBRARY BOARD

Operational Policy Review: Information and Readers Advisory Policy

To: Oxford County Library Board

From: CEO / Chief Librarian

RECOMMENDATION

1. That the Library Board approves amendments to the Information and Readers' Advisory Services Policy as set out in Attachment 1 to Report 2026-30.

REPORT HIGHLIGHTS

- The *Information and Readers' Advisory Policy* was approved by the Library Board on September 19, 2022.
- The policy has been reviewed by staff and revised to reflect organizational changes and to include information on artificial intelligence.
- A tracked-changes version of the policy update has been included as Attachment 2.

IMPLEMENTATION POINTS

The updated policy will be distributed once approved.

Financial Impact

There is no financial impact beyond what has been approved in the current year's operating budget.

Communications

Pursuant to Library Board approval, the policy will be posted on the library website for public information under the Operational Policy section.

2024-2028 LIBRARY STRATEGIC PLAN

Oxford County Library Board approved the [2024-2028 Library Strategic Plan](#) on February 20, 2024. The Plan outlines three key goals to advance the Library's vision to "Connect, discover, share, become." These goals are: (1) *Sustain service excellence*, (2) *Grow engagement and member relationships*, and (3) *Innovate access to service*.

The information in this report supports the following strategic goals.

Strategic Goals and Strategies

GOAL 1	GOAL 2	GOAL 3
 Sustain service excellence	 Grow engagement and member relationships	 Innovate access to service
Strategy 1.3 – Develop and implement a strategic approach to attract, retain and develop employees and volunteers to enhance and sustain OCL service excellence.		Strategy 3.1 – Plan, design, and implant a Programs and Services Accessibility Strategy to make OCL inclusive and accessible to all residents.

See: [Oxford County Library 2024-2028 Strategic Plan](#)

DISCUSSION

Background

The *Information and Readers' Advisory Services Policy* was originally approved by the Library Board in September 2022. The policy establishes the framework through which the Library provides equitable access to information services and readers' advisory services to the community, while supporting staff in delivering these core library services in a consistent and professional manner.

Information services and readers' advisory remain fundamental public library services that connect individuals with resources to meet their informational, educational, cultural, and recreational needs. As service delivery models and information environments continue to evolve, the policy has been reviewed to ensure it remains current, reflects emerging practices, and provides clear guidance to staff and the public.

Comments

The updated *Information and Readers' Advisory Services Policy* includes the following changes:

- Housekeeping, formatting, and terminology updates throughout the policy, including greater consistency in the use of library service terminology.
- Relocation of the definitions section to improve policy organization and readability. Revised definitions also clarify the scope of Readers' Advisory and Information Services and acknowledge a broader range of media formats.
- **Service Standards and Limitations**
 - Addition of language recognizing the professional responsibility of library staff to engage in ongoing professional development related to information and readers' advisory services.
 - Revision of accessibility language to reflect the Library's commitment to providing alternate formats and communication supports where reasonable and available.
 - Correction and clarification of operational language related to customer assistance and transactions.
 - Addition of guidance related to the use of artificial intelligence (AI) when responding to information and readers' advisory requests. The update emphasizes the use of reliable and vetted information sources, while providing transparency when AI-generated content is used and ensuring the accuracy of information is verified whenever possible.
- **Readers' Advisory Services**
 - Addition of language affirming the Library's commitment to providing inclusive and diverse recommendations that reflect a broad range of lived experiences.
 - Removal of redundant statements regarding service eligibility, recognizing that readers' advisory support is available to anyone seeking assistance.
 - Updated wording regarding the resources available to staff in meeting patron preferences, including referrals to the library catalogue, digital resources, interlibrary loan services, purchase requests, and accessible reading services such as CELA.
 - Replacement of references to "Large Branches" with "Resource Branches" to align with current organizational terminology.
- **Information Services**
 - Removal of redundant statements regarding service eligibility.
 - Updated references to Resource Branches when referring complex information and technology requests.
 - Minor wording revisions to improve clarity and readability while maintaining the policy's existing service expectations.
- **References and Related Documents**

- Updated references to current professional standards and supporting documents, including the 2024 edition of the Ontario Public Library Association's *Readers' Advisory Core Competencies*.

CONCLUSIONS

The updated *Information and Readers' Advisory Services Policy* reflects current library practices and provides clear guidance for the delivery of information and readers' advisory services across Oxford County Library. The revisions strengthen the policy by addressing emerging technologies, reinforcing professional service standards, improving accessibility language, and ensuring consistency with current organizational terminology and professional library practices. The policy continues to support equitable access to information while promoting high-quality customer service for all library users.

SIGNATURES

Departmental approval:

Original signed by

Lisa Marie Williams
CEO / Chief Librarian

ATTACHMENTS

Attachment 1 Updated *Information and Readers' Advisory Services Policy*, 2026
Attachment 2 Tracked Changes version of the updated policy, 2026
Attachment 3 Current *Information and Readers' Advisory Services Policy*, 2022



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INFORMATION AND READERS' ADVISORY SERVICES POLICY

BACKGROUND

The Oxford County Library Board endorses the key principle of library service, that all people have the right to information and that access to information should be universal and equitable.

Information services and reader's advisory are provided to all patrons of the Oxford County Library. Library membership is not required except when accessing licensed databases or borrowing items from the Library's physical or digital collections.

Staff who provide these services will strive to ensure customers are provided access to the information and resources they need, and will respect and protect the confidential and private nature of a request. Patrons shall receive assistance in navigating the complexity of the Library's collections, whether provided in a physical or digital format.

PURPOSE

This policy will set out a framework for providing information services and reader's advisory to the patrons of the Oxford County Library.

DEFINITIONS

Readers' Advisory refers to the one-on-one process of matching readers with library materials across formats, including print, audio, visual and other emerging media. It requires specialized readers' advisory skills and competencies as outlined in the Ontario Public Library Association Readers' Advisory Committee *Readers' Advisory Core Competencies*.

Information Services refers to a process by which trained library staff endeavour to satisfy the information needs of individual library customers by accurately identifying the information they require and then either guiding them to the most appropriate information sources or providing the information itself.

PROCEDURES

1.0 Service Standards and Limitations

- 1.1. All patrons seeking information or readers' advisory services will be treated equitably and with respect to meet their individual needs, regardless of sex, age, ability, and ethnicity. The Library will strive to provide welcoming spaces and library services to Indigenous, Inuit, and Métis peoples and share elements of their culture with non-Indigenous persons.



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- 1.2. The Library is committed to meeting the needs of patrons with disabilities and will aim to provide alternate formats and communication supports upon request. Assistance retrieving resources from the shelves will be provided.
- 1.3. Library staff will ensure customer confidentiality and protect the private nature of all information service and/or readers' advisory requests.
- 1.4. Library Staff are committed to engage in ongoing professional development to maintain and enhance readers' advisory and information service competencies.
- 1.5. Library staff may not complete print or online applications, registrations or financial transactions on behalf of customers, including setting up email account passwords and/or security questions.
- 1.6. Library staff may set reasonable limits on the amount of time and level of response given to patron requests for information in order to ensure equitable access to library services for all patrons.
- 1.7. To uphold a high standard of service, library staff will make reasonable efforts to limit the use of AI or AI-generated sources when fulfilling requests. Library staff will rely on materials that have been reviewed, vetted or otherwise known to offer accurate, current and factual information. When AI-generated materials are intentionally used as a tool or resource, staff will inform the patron that the answer was AI-generated and offer to verify the accuracy of the information.

2.0 Readers' Advisory Service

- 2.1. As a fundamental library service, Readers' Advisory fosters an environment where reading is a valued activity, and advocates for the importance and joy of reading in the community.
 - 2.1.1. All Branches of the Oxford County Library shall offer one-on-one Readers' Advisory Service.
 - 2.1.2. Library staff will aim to provide inclusive and diverse recommendations that reflect a broad range of lived experiences.
 - 2.1.3. Oxford County Library provides web-based readers' advisory tools and engages with customers virtually to build a reading community.
 - 2.1.4. Branch staff are trained to have the skills and abilities to provide Readers' Advisory Service to patrons of all ages. In order to meet patrons' content and format preferences, staff will refer to the Library's catalogue and digital resources. Staff may also submit purchase requests, source materials through inter-library loan, or refer patrons to specialized services such as CELA.
 - 2.1.5. In-house materials such as booklists, read-alikes and signage may be

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prepared or printed at Headquarters and Resource Branches and shared among branches as needed.

3.0 Information Services

- 3.1. Information Service, also known as reference service, is an essential library service with a goal to meet the information needs of library patrons in an accurate and efficient manner.
 - 3.1.1. All branches of the Oxford County Library offer one-on-one Information Service during regular library hours.
 - 3.1.2. The Library website provides links to local sources and organizes those links intuitively for ease of use.
 - 3.1.3. Branch staff are trained in the provision of Information Service and use all available resources to assist patrons. In-depth or complex questions and/or technology help may be referred to Resource Branches for further support.
 - 3.1.4. 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, by mail, by e-mail, and through the website and social media.
 - 3.1.5. When an answer is not found using library resources, customers may be referred to other libraries, agencies and/or community resources.
 - 3.1.6. Library staff will not provide personal opinions, analysis or interpretation of information. The responsibility for interpreting and applying information received at the library rests with the patron.
 - 3.1.7. Library staff evaluate, select and purchase information resources in print and electronic format to meet the information needs of the Oxford County community and in accordance with the *Collection Development Policy*.

4.0 Intellectual Freedom

- 4.1. The Oxford County Library Board has adopted the Canadian Federation of Library Association's (CFLA) *Statement on Intellectual Freedom and Libraries* (2019) and the Ontario Library Association's *Statement on Intellectual Freedom and the Intellectual Rights of the Individual* (2020).
- 4.2. The Library's Information and Readers' Advisory Services will incorporate and endorse these Intellectual Freedom statements by endeavouring to meet the information and readers' advisory needs of all individuals and by encouraging Freedom of Expression and access to library services and resources.

5.0 References and Related Documents

5.1. Oxford County Library Policies



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5.1.1. Oxford County Library. (2022, June). *Collection Development Policy*.

5.1.2. Oxford County Library. (2022, June). *Code of Conduct*.

5.1.3. Oxford County Library. (2022, September). *Privacy and Access to Personal Information Policy*.

5.2. Position Statements and Other Documents

5.2.1. Ontario Public Library Association, Readers' Advisory Committee. (2024, April). *Readers' Advisory Core Competencies*.

5.2.2. Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*. CFLA-FCAB.

5.2.3. Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association.

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INFORMATION AND READERS' ADVISORY SERVICES POLICY

BACKGROUND

The Oxford County Library Board endorses the key principle of library service, that all people have the right to information and that access to information should be universal and equitable.

Information services and reader's advisory are provided to all ~~patron~~customers of the Oxford County Library. Library membership is not required except when accessing licensed databases or borrowing items from the ~~library~~Library's physical or digital collections.

Staff who provide these services will strive to ensure customers are provided access to the information and resources they need, and will respect and protect the confidential and private nature of a request. ~~Patrons~~Customers shall receive assistance in navigating the complexity of the ~~library~~Library's collections, whether provided in a physical or digital format.

PURPOSE

This policy will set out a framework for providing information services and reader's advisory to the ~~patrons~~customers of the Oxford County Library.

DEFINITIONS

Readers' Advisory refers to the one-on-one process of matching readers with ~~library materials across formats, including print, audio, visual and other emerging media.~~library materials that meet their reading, listening or viewing interests. It requires specialized readers' advisory skills and competencies as outlined in the Ontario Public Library Association Readers' Advisory Committee *Readers' Advisory Core Competencies*.

Information Services refers to a process by which trained library staff endeavour to satisfy the information needs of individual library customers by accurately identifying the information they require and then either guiding them to the most appropriate information sources or providing the information itself.

PROCEDURES

1.0 Service Standards and Limitations

- 1.1. All ~~patrons~~users seeking information or readers' advisory services will be treated equitably and with respect to meet their individual needs, regardless of sex, age, ability, and ethnicity. The ~~library~~Library will strive to provide welcoming spaces and library services to Indigenous, Inuit, and Métis peoples and share elements of their culture with non-Indigenous persons.

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1.2. The ~~library~~Library is committed to meeting the needs of ~~patrons~~customers with disabilities and will aim to provide alternate formats and communication supports upon request. Assistance retrieving resources from the shelves will be provided.

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1.3. Library staff will ensure customer confidentiality and protect the private nature of all information service and/or readers' advisory requests.

1.4. Library Staff are committed to engage in ongoing professional development to maintain and enhance readers' advisory and information service competencies.

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4.4-1.5. Library staff may not complete print or online applications, registrations or financial ~~transactions~~transitions on behalf of customers, including setting up email account passwords and/or security questions.

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1.6. Library staff may set reasonable limits on the amount of time and level of response given to ~~patronecustomer~~ requests for information in order to ensure equitable access to library services for all ~~patrons~~customers.

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4-5-1.7. To uphold a high standard of service, library staff will make reasonable efforts to limit the use of AI or AI-generated sources when fulfilling requests. Library staff will rely on materials that have been reviewed, vetted or otherwise known to offer accurate, current and factual information. When AI-generated materials are intentionally used as a tool or resource, staff will inform the patron that the answer was AI-generated and offer to verify the accuracy of the information.

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2.0 Readers' Advisory Service

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2.1. As a fundamental library service, Readers' Advisory fosters an environment where reading is a valued activity, and advocates for the importance and joy of reading in the community.

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2.1.1. All Branches of the Oxford County Library shall offer one-on-one Readers' Advisory Service.

2-1-1-2.1.2. Library staff will aim to provide inclusive and diverse recommendations that reflect a broad range of lived experiences.

2.1.2. ~~Readers' Advisory Service is available to all library customers. It is not necessary to have an Oxford County Library card to obtain Readers' Advisory assistance.~~

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2.1.3. Oxford County Library provides web-based readers' advisory tools and engages with customers virtually to build a reading community.

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2.1.4. Branch staff are trained to have the skills and abilities to provide Readers' Advisory Service to patrons of all age ranges. ~~Staff utilize all elements of the online catalogue and digital resources and collection in order to meet the user's content and format preferences. In order to meet patrons' content and~~

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format preferences, staff will refer to the Library's catalogue and digital resources. Staff may also submit purchase requests, source materials through inter-library loan, or refer patrons to specialized services such as CELA.

- 2.1.5. In-house materials such as booklists, read-alikes and signage may be prepared or printed at Headquarters and Resource the Large Branches and shared among branches as needed.

3.0 Information Services

- 3.1. Information Service, also known as reference service, is an essential library service with a goal to meet the information needs of library patrons customers in an accurate and efficient manner.

- 3.1.1. All branches of the Oxford County Library offer one-on-one Information Service during regular library hours.

- 3.1.2. Information Service is available to all library customers. It is not necessary to have an Oxford County Library card to obtain Reference and Information assistance from staff.

- 3.1.3.3.1.2. The libraryLibrary website provides links to local sources and organizes those links intuitively for ease of use.

- 3.1.4.3.1.3. Branch staff are trained in the provision of Information Service and use all available resources to assist patrons. In-depth or complex questions and/or technology help may be referred to Ingersoll or Tillsonburg branchesResource Branches for further support.

- 3.1.5.3.1.4. Information Service is offered to the public during open hours in a variety of situations. The libraryLibrary accepts questions from the public in person, by telephone, by mail, by e-mail, and through the website and social media.

- 3.1.6.3.1.5. When an answer is not found using library resources, customers may be referred to other libraries, agencies and/or community resources.

- 3.1.7.3.1.6. Library staff will not provide personal opinions, analysis or interpretation of information. The responsibility for interpreting and applying information received at the library rests with the patronecustomer.

- 3.1.8.3.1.7. Library staff evaluate, select and purchase information resources in print and electronic format to meet the information needs of the Oxford County community and in accordance with the *Collection Development Policy*.

4.0 Intellectual Freedom

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- 4.1. The Oxford County Library Board has adopted the Canadian Federation of Library Association's (CFLA) *Statement on Intellectual Freedom and Libraries* (2019) and the Ontario Library Association's *Statement on Intellectual Freedom and the Intellectual Rights of the Individual* (2020).
- 4.2. The ~~library~~ Library's Information and Readers' Advisory Services will incorporate and endorse these Intellectual Freedom statements by endeavouring to meet the information and readers' advisory needs of all individuals and by encouraging Freedom of Expression and access to library services and resources.

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5.0 References and Related Documents

5.1. Oxford County Library Policies

- 5.1.1. Oxford County Library. (2022, June). *Collection Development Policy*.
- 5.1.2. Oxford County Library. (2022, June). *Code of Conduct*.
- 5.1.3. Oxford County Library. (2022, September). *Privacy and Access to Personal Information Policy*.

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5.2. Position Statements and Other Documents

- 5.2.1. Ontario Public Library Association, Readers' Advisory Committee. (2024, April 29 48). *Readers' Advisory Core Competencies*.
- 5.2.2. Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*. CFLA-FCAB.
- 5.2.3. Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association.

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Information and Readers' Advisory Services Policy

BACKGROUND

The Oxford County Library Board endorses the key principle of library service, that all people have the right to information and that access to information should be universal and equitable.

Information services and reader's advisory are provided to all customers of the Oxford County Library. Library membership is not required except when accessing licensed databases or borrowing items from the library's physical or digital collections.

Staff who provide these services will strive to ensure customers are provided access to the information and resources they need, and will respect and protect the confidential and private nature of a request. Customers shall receive assistance in navigating the complexity of the library's collections, whether provided in a physical or digital format.

PURPOSE

This policy will set out a framework for providing information services and reader's advisory to the customers of the Oxford County Library.

PROCEDURES

Oxford County Library's information and readers' advisory services connect people with resources to fulfill their informational, educational, cultural and recreational needs.

Definitions:

1. **Readers' Advisory** refers to the one-on-one process of matching readers with library materials that meet their reading, listening or viewing interests. It requires specialized readers' advisory skills and competencies as outlined in the Ontario Public Library Association Readers' Advisory Committee *Readers' Advisory Core Competencies*.
2. **Information Services** refers to a process by which trained library staff endeavour to satisfy the information needs of individual library customers by accurately identifying the information they require and then either guiding them to the most appropriate information sources or providing the information itself.

Service Standards and Limitations

1. All users seeking information or readers' advisory services will be treated equitably and with respect to meet their individual needs, regardless of sex, age, ability, and ethnicity. The library will strive to provide welcoming spaces and library services to Indigenous,

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Inuit, and Métis peoples and share elements of their culture with non-Indigenous persons.

2. The library is committed to meeting the needs of customers with disabilities and will provide alternate formats and communication supports upon request. Assistance retrieving resources from the shelves will be provided.
3. Library staff will ensure customer confidentiality and protect the private nature of all information service and/or readers' advisory requests.
4. Library staff may not complete print or online applications, registrations or financial transitions on behalf of customers, including setting up email account passwords and/or security questions.
5. Library staff may set reasonable limits on the amount of time and level of response given to customer requests for information in order to ensure equitable access to library services for all customers.

Readers' Advisory Service

As a fundamental library service, Readers' Advisory fosters an environment where reading is a valued activity, and advocates for the importance and joy of reading in the community.

- 1) All Branches of the Oxford County Library shall offer one-on-one Readers' Advisory Service.
- 2) Readers' Advisory Service is available to all library customers. It is not necessary to have an Oxford County Library card to obtain Readers' Advisory assistance.
- 3) Oxford County Library provides web-based readers' advisory tools and engages with customers virtually to build a reading community.
- 4) Branch staff are trained to have the skills and abilities to provide Readers' Advisory Service to patrons of all age ranges. Staff utilize all elements of the online catalogue and digital resources and collection in order to meet the user's content and format preferences.
- 5) In-house materials such as booklists, read-alikes and signage may be prepared or printed at Headquarters and the Large Branches and shared among branches as needed.

Information Service

Information Service, also known as reference service, is essential library service with a goal to meet the information needs of library customers in an accurate and efficient manner.

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- 1) All branches of the Oxford County Library offer one-on-one Information Service during regular library hours.
- 2) Information Service is available to all library customers. It is not necessary to have an Oxford County Library card to obtain Reference and Information assistance from staff.
- 3) The library website provides links to local sources and organizes those links intuitively for ease of use.
- 4) Branch staff are trained in the provision of Information Service and use all available resources to assist patrons. In-depth or complex questions and/or technology help may be referred to Ingersoll or Tillsonburg branches for further support.
- 5) 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, by mail, by e-mail, and through the website and social media.
- 6) When an answer is not found using library resources, customers may be referred to other libraries, agencies and/or community resources.
- 7) Library staff will not provide personal opinions, analysis or interpretation of information. The responsibility for interpreting and applying information received at the library rests with the customer.
- 8) Library staff evaluate, select and purchase information resources in print and electronic format to meet the information needs of the Oxford County community and in accordance with the *Collection Development Policy*.

Intellectual Freedom

1. The Oxford County Library Board has adopted the Canadian Federation of Library Association's (CFLA) *Statement on Intellectual Freedom and Libraries* (2019) and the Ontario Library Association's *Statement on Intellectual Freedom and the Intellectual Rights of the Individual* (2020).
2. The library's Information and Readers' Advisory Services will incorporate and endorse these Intellectual Freedom statements by endeavouring to meet the information and readers' advisory needs of all individuals and by encouraging Freedom of Expression and access to library services and resources.

References and Related Documents:

Oxford County Library Policies

Oxford County Library. (2022, June). *Collection Development Policy*.

<https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Collection%20>



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[Development%20Policy_2022.pdf?ver=2022-06-23-131235-147](https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Code%20of%20Conduct_2022.pdf?ver=2022-06-23-131235-147)

Oxford County Library. (2022, June). *Code of Conduct*.

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Library Association Documents and Position Statements

Ontario Public Library Association, Readers' Advisory Committee. (2018). *Readers' Advisory Core Competencies*. https://accessola.com/wp-content/uploads/2020/10/2018-RA-Core_competencies_overview.pdf

Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*. CFLA-FCAB. <http://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>

Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association. https://accessola.com/wp-content/uploads/2020/08/2020_OLAIntellectualFreedomStatement.pdf