

## **DRAFT MINUTES**

### **Ontario Public Library Guidelines and Accreditation Council Teleconference Meeting, May 16, 2006, 2:00 PM**

**Present:**

Margaret Williams - Chair (AMPLO), John Slater (OLS-N), Rod Sawyer (MC), Peggy Malcolm (SOLS), Yolande LaPointe (ASPLO), Marzio Apolloni (FOPL)

**Regrets:** Leanne Clendening (SDC), Nancy Leindecker (North Ont.), Elise Cole (OLA), Margaret Rule (ARUPLO)

#### **1. Welcome/Call to order**

The meeting began at 2:10 PM.

#### **2. Adoption of agenda**

**Motion 11-06: Yolande LaPointe / John Slater**

**"That the draft agenda be adopted as amended."**

**CARRIED**

#### **3. Minutes of special meeting of April 25, 2006**

**Motion 12-06: Peggy Malcolm / Yolande LaPointe**

**"That the minutes of April 25, 2006 be approved as read."**

**CARRIED**

#### **4. Matters Arising**

a) Minutes of FOPL meeting of November 24/05

The minutes of the FOPL meeting of November 24/05 had been distributed previously to members of Council by Gay Kozak-Selby. Motion B-06-003 formally accepts the recommendation of SDC that Council transfer its reporting from SDC to FOPL.

b) FOPL representation on Council

Council welcomed Marzio Apolloni as FOPL's representative. It is Marzio's understanding that he is a full member of Council with voting rights. Marzio will ask FOPL to confirm his appointment formally by letter to the Chair.

c) Review of terms of reference

At the next regular meeting of Council, members will be asked to review the current terms of reference and to suggest changes that could be recommended to FOPL next fall. Areas requiring attention will be the reporting relationship and composition of council (to include a FOPL representative and possibly a First Nations representative).

**5. Minutes of the meeting of March 23, 2006**

**Motion 13-06: John Slater / Yolande LaPointe**

**"That the minutes of March 23, 2006 be approved as read."**

**CARRIED**

**6. Matters Arising**

a) OPLA awards dinner 2007

Deferred to the next meeting.

b) Draft revised Sections of the Checklist, 4.1 "Lending of library materials" and 4.2, "Reference and information service"

John presented a draft revision of sections 4.1 and 4.2, based on changes agreed to at the last meeting. These sections now read as:

**4.1 Lending of library materials**

*Public libraries are by tradition lending institutions. That is, library members are encouraged to borrow materials and are given responsibility for the care of those materials for a set period of time, after which the materials must be returned to be made available to other users. In order that the circulation of materials is convenient and fair for all users, and to control the flow of materials in and out of the library, a well thought-out and organized process must be in place.*

<b>4.1.1</b>	<b>Lending collection</b> - The library makes available to the public a collection of books and other library materials which may be borrowed by registered members for a specified period of time.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
<b>4.1.2</b>	<b>Circulation policy</b> - The library board has established and adopted policy governing the circulation of library materials which addresses such issues as: who may borrow materials; what may be borrowed; loan periods; overdue loans and penalties; renewal of loans; reserving of loans; lost or damaged materials; <del>confidentiality of borrowers;</del> and circulation records.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
<b>4.1.3</b>	<b>Circulation system</b> - The library has in place a well organized and efficient system for keeping track of which library materials are on loan to which library members, which materials have been returned to the library, and	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>

	which overdue fines, if any, are owed by members.	
4.1.4	<b>Membership file</b> - The library maintains an accurate and up-to-date file of library members that excludes memberships that have been inactive for more than <b>two</b> years.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
4.1.5	<b>Confidentiality of library records policy</b> - The library board has established and adopted written policy <del>protecting the confidentiality of library records containing information</del> concerning <b>access to records which contain information about</b> library users; library staff are familiar with the library's confidentiality of library records policy and procedures.	Y <input type="checkbox"/> N <input type="checkbox"/>
4.1.6	<b>Reserves</b> - The library offers a "reserve" service, whereby library members may request to be notified of the availability of materials which are on loan to other members or are in the process of being prepared for public use.	Y <input type="checkbox"/> N <input type="checkbox"/>
4.1.7	<b>Records</b> - The library keeps accurate circulation records. These records are kept in a manner which facilitates various aspects of library planning (such as collection development, open hours and staffing) and completion of the Annual Survey of Public Libraries.	Y <input type="checkbox"/> N <input type="checkbox"/>

## 4.2 Reference and information service

*Reference and information service involves a process by which trained library staff endeavour to satisfy the information needs of library users by accurately identifying the information required and then either guiding the user to the most appropriate information source or providing the information itself.*

4.2.1	<b>Reference and information service</b> - The library has in place trained staff <b>(i.e. staff who meet the training requirements outlined in Guideline 3.1.7 or who have been trained by a person meeting those requirements)</b> to provide answers to queries and requests for information posed by library users.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.2	<b>Reference and information policy</b> - The library board has established and adopted policy governing the provision of reference and information service, which addresses such issues as: which members of the staff are responsible for providing reference and information service; limits to assistance provided; how telephone, fax, <b>online, email and other electronic requests</b> are handled; which types of questions staff will not attempt to answer; timeliness and accuracy of responses; how the reference collection is maintained and by whom; how unanswered questions are dealt with; when users are referred to other agencies; and what statistics and other records are kept.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.3	<b>Reference <del>collection</del> resources</b> - The library provides materials dedicated to information retrieval by library users and staff, in the appropriate language(s), and containing 'core' types of materials as specified in Appendix C.	<b>M</b> Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.4	<b>Internet public access</b> - Library users have access to the Internet as an on-line reference and information resource.	Y <input type="checkbox"/> N <input type="checkbox"/>

4.2.5	<b>Training of users – The library ensures that users have access to training in how to make effective use of electronic information resources.</b>	Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.6	<b>Internet staff access</b> - Library staff have their own access to the Internet as an on-line reference and information service resource.	Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.7	<b>Remote requests</b> - The library accepts requests for information by telephone and fax, <b>and by online, email and other electronic means.</b>	Y <input type="checkbox"/> N <input type="checkbox"/>
4.2.8	<b>Monitoring of service</b> - The library has in place procedures for accurately recording and measuring the number and types of requests for information that are made (in person, by telephone and fax, <b>and by online, email and other electronic means</b> ) as well as which requests have or have not been answered satisfactorily. This information is incorporated into the library’s planning process.	Y <input type="checkbox"/> N <input type="checkbox"/>

**Motion 14-06: John Slater / Rod Sawyer**

**"That, in the Fourth Edition of the OPL Guidelines Checklist, sections 4.1 and 4.2 be amended as shown."**

**CARRIED**

c) Draft new section, 3.5 “Safety and security”

John presented a second draft based on discussions at the previous meeting. Further discussion took place concerning possible additions and modifications. This section now reads as:

**3.5 Safety, Security and Emergencies**

*The library board is responsible for providing a safe and secure environment for library staff as they carry out their duties and for members of the public who use the library.*

3.5.1	<b><u>Policy</u> – The library has in place policies and procedures to deal with safety, security and emergency issues (such as: members of the public who pose a real or potential threat to the safety and well-being of other users and/or library staff; animals other than service animals; use of roller blades, skate boards and bicycles; blocking of aisles, doorways and stairways; weapons.)</b>	Y <input type="checkbox"/> N <input type="checkbox"/>
3.5.2	<b>Emergency procedures</b> - The library has written emergency procedures and has a process in place to ensure that staff are trained in implementing them (e.g. <b>health emergencies</b> ; evacuation plan; <b>bomb threats</b> ;	Y <input type="checkbox"/> N <input type="checkbox"/>

	<b>evacuation procedures to assist people with disabilities).</b>	
3.5.3	<b>Emergency facilities</b> - The library provides emergency facilities appropriate for the size of the library (e.g. smoke and fire alarms; <b>emergency lighting</b> ; evacuation routes; fire extinguishers; emergency first aid supplies).	Y <input type="checkbox"/> N <input type="checkbox"/>
3.5.4	<b>Supervision</b> – All areas of the library open to the public are supervised by library staff, with clear lines of sight maintained between staff work areas and public areas.	Y <input type="checkbox"/> N <input type="checkbox"/>
3.5.5	<b>Working alone</b> – If and when staff are required to work alone in the library, the board has developed policies and procedures to help ensure staff security and safety (e.g. with respect to opening and closing the library, emergency situations, limits on potentially hazardous work).	Y <input type="checkbox"/> N <input type="checkbox"/>
3.5.6	<b>Exterior lighting</b> - The library entrance and <b>parking</b> area are clearly <b>illuminated</b> at night.	Y <input type="checkbox"/> N <input type="checkbox"/>

**Motion 15-06: Peggy Malcolm / John Slater**

"That, in the Fourth Edition of the OPL Guidelines Checklist, section 3.5 be amended as shown."

**CARRIED**

**d) Review of Sections 4.3“Reader’s advisory service” and 4.4 “Children’s services”**

These sections were reviewed and the following changes agreed upon:

4.3.1 That “finding novels written” be replaces by “directing library users to materials”.

4.3.2 That “web pages” and “databases” be added as examples.

4.4.1 That the phrase, “an endorsement of OLA’s Children’s Rights in the Public Library statement”, be added to the issues listed.

It was agreed that an additional section should be added dealing with services to other identifiable groups (e.g. young adults, seniors, linguistic groups, ethnic groups, etc.). John will bring a draft of the new section to the next meeting.

At the next meeting, Council will review the remainder of Section 4.

## 7. Other Business

### a) Minutes of February 3/06

As there had been some confusion about the approved minutes of February 3/06, these were reviewed by Council and confirmed as accurate.

### b) Innisfil Public Library

Innisfil has requested an accreditation audit. The date of June 16 has been set for the audit. The audit team will be composed of Liz Fenwick (Bradford West Gwillimbury) and Gwen Wheeler (SOLS).

### c) Accessibility sub-committee report

Deferred to next meeting.

### d) First Nation sub-committee

John explained that the First Nations Public Library Strategic Plan Implementation Committee, by way of implementing Action # 5.1-b of their plan "Our way forward", has requested that Council establish a subcommittee to review the Guidelines with respect to their suitability for use by First Nation public libraries and make recommendations to Council for modifications as needed. In order to directly involve First Nations in the process, the Committee has suggested that Council include the participation of one First Nation librarian from Southern Ontario and one from Northern Ontario.

John delivered a session on the OPL Guidelines at the recent First Nations library conference in North Bay during which this issue was discussed and two First Nations librarians expressed interest in participating on the First Nations subcommittee

### **Motion 16-06: John Slater / Marzio Apolloni**

**"That an ad-hoc subcommittee of the OPL Guidelines Council be struck to review the Guidelines with respect to their suitability for use by First Nation public libraries and make recommendations to Council for modifications as needed; and that the sub-committee be composed of two First Nation representatives (Kitty Gale-Big Grassy First Nation Public Library and Karen Lewis- Kanhiote Tyendinaga Territory First Nation Public Library), and two members of Council (Peggy Malcolm and John Slater).**

### **CARRIED**

Rod will check whether the subcommittee will be able to use the Ministry teleconference facility for its meetings.

John will contact the two First Nations representatives and find a suitable date for the first meeting.

#### e) New ASPLO appointment

Yolande announced that she will be retiring this July from her position as CEO of Leeds and the Thousand Islands Public Library and will therefore be leaving the Council.

In parting, Yolande expressed concern about the idea, raised recently in province-wide discussions, of using the Guidelines in future as mandatory standards connected to provincial funding. This, she felt, could be detrimental to the survival of small public libraries.

Margaret expressed Council's sincere thanks to Yolande for her valuable contribution to the work of Council and for her passionate commitment to small public libraries. All expressed best wishes to Yolande in her retirement.

At its most recent meeting, ASPLO appointed a replacement representative. The replacement will be Shann Leighton, CEO of Grand Valley Public Library.

John will send an OPL Guidelines Council information package to Shann and to Marzio.

#### **8. Next Meeting**

The next regular teleconference meeting has been scheduled for Thursday, June 22 at 3:00 PM.

#### **9. Adjournment**

The meeting ended at 3:30 PM