



**Thunder Bay  
Public Library**

**Policy No: 4.1 LIBRARY MEMBERSHIPS/LOAN PERIODS**

Type: Library Services Administration

Originated: October 21, 1998

Supersedes: February 11, 2021

Amended: October 10, 2024

Related Policies:

**Purpose**

In order to provide the best possible service to the community, the Board will extend full borrowing privileges to anyone presenting a valid Thunder Bay Public Library Card. All residents of the City of Thunder Bay and Fort William First Nation are entitled to Library membership, and to an initial borrower's card at no cost, providing necessary identification is provided where appropriate.

The Thunder Bay Public Library issues the following types of cards:

- A corporate card is available to any business, school, government agency or registered society with offices located within the City of Thunder Bay. The card is intended for the specific purpose of business use, not personal use, of the library. Responsibility for the use of the card rests with the corporate body involved
- A temporary Library card may be issued for temporary residents of the City of Thunder Bay
- A non-resident membership card may be issued to non-city residents
- Students who are not city residents do not have to pay for a Library membership card
- Limit cards will be issued for all those who do not offer address verification or an authorized signature at the time of registration



**Thunder Bay  
Public Library**

**Policy No: 4.2 FEES**

Type: Library Services Administration

Originated: April 15, 1999

Supersedes: February 11, 2021

Amended: October 12, 2024

Related Policies:

### **Purpose**

The policy outlines the circumstances under which the library may charge fees within the confines of the Public Libraries Act of Ontario

### **Scope**

All individuals utilizing the Library's services

### **Policy**

As per the Public Libraries Act of Ontario the Library does not charge for admission to the Library or for use in the Library of the Library's materials. Additionally the library does not charge for the borrowing of circulating materials by individuals holding a valid library card or use of reference and information services as the Board considers practicable. Beyond the above noted exceptions a fee may be charged for Library resources, fines may be charged for overdue item, and items not returned to the Library may be billed to the patron.



**Thunder Bay  
Public Library**

**Policy No: 4.4 SOCIAL MEDIA**

Type: Library Services Administration

Originated: September 13, 2017

Supersedes: February 11, 2021

Amended: October 10, 2024

Related Policies:

## **Purpose**

This policy outlines the use of social media by the Thunder Bay Public Library (TBPL) to communicate in ways that align with our Library's mission, vision, and values. The objective of this policy is to:

- engage our community effectively and efficiently through social media;
- set clear expectations for staff and public participation on our social media channels; and minimize risks by establishing comprehensive guidelines for social media use.

## **Scope**

This policy applies to all TBPL employees, contractors, and volunteers who engage in social media activities on behalf of TBPL, as well as those who may reference the Library in their personal social media use. It includes all social media platforms, including but not limited to blogs, social networks, online communities, websites, and mobile applications. This policy also covers the responsibilities and conduct expected in these spaces to protect the Library's integrity and reputation.

## **Policy**

The Thunder Bay Public Library is committed to using social media to provide a means for meaningful communication and interaction between Library personnel and the community.

The TBPL supports the responsible and effective use of social media for library purposes, including:

- engaging in promotion, outreach, awareness raising and branding;
- engaging in dialogue with the community so that TBPL is responsive to community needs;

- delivering information;
- improving and supporting customer service;
- supporting media and public relations activities; and
- promoting inclusiveness and accessibility.

The Library does not accept any responsibility for content that appears on social media that does not originate from TBPL employees.

## **Roles and Responsibilities**

Designated TBPL staff are responsible for facilitating communication and providing customer service through social media, adhering to this policy's standards.

All content shared on social media, including posts, comments, **and** multimedia, must reflect the Library's mission, vision, and values, serving as a digital extension of our institutional identity.

TBPL recognizes that employees are committed to high standards of ethical and professional communication and expects this standard to extend to the online environment.

When using social media for personal use, and when identifiable as a library employee, staff must be aware of their role in the organization and the potential impact of their communications on the brand, reputation and values of the TBPL and act appropriately and with good judgment.

The Library may take appropriate disciplinary or legal action in instances of non-compliance with this policy, specifically regarding behaviors that violate our community standards or jeopardize the Library's integrity.

This policy overlaps with relevant legislation including the Copyright Act, the Ontario Human Rights Code, and the Municipal Freedom of Information and Protection of Privacy Act. This commitment also adheres to internal TBPL policies and procedures, such as the Code of Conduct and confidentiality agreements.

## **Risk Management**

This policy, along with guidelines and training for staff, are intended to prevent problems that may occur when communicating online.

The TBPL will engage in best practices for managing online communication, including:  
requiring approval for establishing channels;

- creating guidelines for employees in the effective and appropriate use of channels; monitoring channels regularly for relevance and adherence to guidelines;
- designating appropriate staff resources to manage channels;

- training staff in the use of social media; and evaluating the success and sustainability of channels.

Members of the public are encouraged to contribute to the TBPL's online and social media channels and communities. Comments, posts, messages, and creative content are welcome, provided they are in keeping with the Library's vision, purpose and values.

If an issue or incident occurs, TBPL will investigate the matter and take appropriate action, which may include:

- issuing a response, correction or apology in a timely manner;
- deleting a comment or post;
- pursuing legal advice and/or action; and
- applying the Behaviour Policy, Customer Bill of Rights and procedure for banning a patron, as appropriate.
- TBPL does not substitute parental or guardian oversight over minors' use of these digital platforms. Responsibility for monitoring a minor's social media use rests with parents or caregivers.



## **Thunder Bay Public Library**

### **Policy No: 4.6 SUSPENSION OF BORROWING LIBRARY MATERIALS**

Type: Library Services Administration

Originated: March 18, 1999

Supersedes: February 11, 2021

Amended: October 12, 2024

Related Policies:

#### **Purpose**

To outline the circumstances under which borrowing privileges may be suspended.

#### **Scope**

All individuals utilizing the Library.

#### **Policy**

In order to protect the public's investment in and access to the collection, Library borrowing privileges will be suspended to those patrons who have not complied with the Library policies or procedures OR have incurred fees over the maximum threshold. These fees may be incurred due to items not being returned or damaged. Suspension of borrowing privileges will be determined at the discretion of the CEO or designate.



## Thunder Bay Public Library

**Policy No: 4.8      WITHDRAWN MATERIALS**

Type: Library Services Administration

Originated: March 18, 1999

Supersedes: February 11, 2021

Amended: October 10, 2024

Related Policies:

### **Purpose**

To outline the method in which the Thunder Bay Public Library disposes of withdrawn materials.

### **Scope**

To be applied by staff members withdrawing materials from the Library's collections.

### **Policy**

In order to ensure the collection meets the needs of the community it is the policy of the Board that materials be withdrawn from the collection from time to time as they meet criteria established by the CEO or designate.

Withdrawn materials may be offered for sale to the general public by the Friends of the Thunder Bay Public Library, allocated to community projects such as Flybrary or other community led initiatives. Items may also be offered free of charge to school boards, clubs, hospitals, and other non-profit organizations. Ultimately, withdrawn items may be disposed of at the discretion of the CEO or designate. Unusable items will be disposed of appropriately.



**Thunder Bay  
Public Library**

**Policy No: 4.9 COLLECTIONS MANAGEMENT**

Type: Library Services Administration

Originated: January 20, 2000

Supersedes: April 8, 2021

Amended: October 10, 2024

Related Policies:

**Purpose:**

The Collections Management Policy establishes guidance, within budgetary and space limitations, for the selection, de-selection and management of materials which meet the needs and interests of the Thunder Bay community. It reflects the Library's values and defines the scope and standards for the Library collection. Thunder Bay Public Library is committed to continual assessment and improvement and adapts its collections to reflect relevant, diverse, and emerging areas of interest and concern.

The ultimate responsibility for the Library's collections lies with the CEO acting in accordance with the general policies established by the Library Board. In practice, this authority is delegated to the Collection Development Librarian.

Given the diverse nature of the community which the Library serves, it is possible that any given item may be regarded as offensive by some persons on racial, political, religious or moral grounds. However, if the Library is to fulfill its obligation to the community as a whole, it must provide a balanced collection or materials which represent varied points of view, including those of a controversial nature. The presence of an item in the Library collection does not indicate an endorsement of its contents by the Library.

The Library Board, in establishing a Collections Management Policy, was cognizant of the Constitution Act, 1982, Part 1, Canadian Charter of Rights and Freedoms, Section 2b, which guarantees everyone the following fundamental freedoms; freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication. TBPL endorses the Position Statement on Intellectual Freedom and Libraries adopted by the Canadian Federation of Library Associations in 2016 and the Statement on the Intellectual Rights of the Individual adopted by the Ontario Library Association in 1998. At the same time, other considerations, such as the current strategic directions of the TBPL may override this statement, particularly with regards to children's books. Responsibility for selection policy lies with the Library Board. The Board delegates to the CEO or designate the authority to interpret and guide the application of this policy.



The CEO or designate may authorize other staff to utilize this policy in developing the Library collections.

## **Scope**

All staff working in collection management.

## **Policy**

### **Selection**

Items are elected:

- to meet the recreational needs and interests of the community
- to enrich human understanding by celebrating the diversity of our community through inclusion of various cultural, ethnic, religious and philosophical backgrounds
- to educate and support lifelong learning
- to recognize and accommodate a range of education levels and abilities
- to inspire a love of reading, learning and creativity
- to collect and preserve materials which illustrate the growth and development of the City of Thunder Bay, that celebrate its history and heritage or that pertain in whole or in part to activities within the geographic boundaries of the City of Thunder Bay and region

Criteria for Selection of Materials:

- suitability of physical and/or digital form for library use
- relation to existing collections and other materials on a subject
- accessibility of materials in other libraries, for free via the internet, or from other easily and freely accessible resources
- interests and composition of the community
- popular and/or anticipated demand and current trends
- attention of critics, reviewers, and the public
- quality, clarity, comprehensiveness and scientific accuracy of the work
- reputation, skill, competence and purpose of the originator of the work
- special value as a contribution to social questions and problems of continuing or topical interest
- timeliness or permanence of the work
- availability of funds and space
  
- balance of viewpoints in the collection including those considered extreme or minority
- self-published materials are acquired when they meet standard

- selection criteria and are readily available via designated vendors
- local significance of the author and/or content

## **Organization and Accessibility**

The Library makes its collection accessible by:

- not restricting physical access except for the express purpose of protecting an item from damage or theft. Library customers of all ages shall have open access to all the Library's collections
- Determining and adapting methods for classification and organization of materials which best suit the needs of the community and which respect the culture, age and demands of various users
- Contributing to the Interlibrary Loan system to provide for difficult to source materials and support of same

## **Deselection and Collection Maintenance**

Collection Maintenance Guidelines are available for guidance for staff and the public on the maintenance and pruning of the collection. These are regularly updated in order to maintain the collection's currency, appearance, and relevancy and to enable ongoing additions of newer material and a balanced collection.

The following criteria may be considered in the de-selection process:

- Newer edition available
- Out of date or inaccurate information
- Physical condition of the item ie. The item is worn, soiled, or damaged
- Circulation data indicates that the item is little used, is likely to be unused in the future or may be better utilized at another location
- Overabundance of an item or subject as interest wanes
- Item has been challenged by community members or other agencies such as authors, publishing companies and foundations, and the challenge has been deemed valid Item is considered to be inconsistent with TBPL values, vision, purpose and strategic direction

These criteria may not be equally relevant for all collections. For example the Local History collections are exempt from standard deselection decisions as the scope is broader and the intent is to preserve and make available local works and material about the City and region.

Materials withdrawn from the Library will be handled according to the Withdrawn Materials

## Request for Removal of Items

TBPL recognizes the right of individuals to express opposition to author or artists' ideas or to their creative expression in items selected by the Library. While people have the right to reject for themselves items of which they do not approve, they do not have the right to restrict the freedom of others to use these items. TBPL is a resource where many points of view and modes of expression can be examined without hindrance. No ideas or opinions have universal acceptance and the use of language or visual depiction, either descriptive or expressive, can in itself stimulate controversy.

TBPL complies with any law enacted at the federal, provincial or municipal level, and therefore does not collect or maintain items which have been judged obscene or pornographic, or have been banned by the courts. The relevant sections of the Criminal Code of Canada are: sedition, hate propaganda and obscenity.

The presence of an item in the collection does not indicate an endorsement of its contents by TBPL, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library Associations' Position Statement on Intellectual Freedom and Libraries.

The following will not cause an item to be automatically included or excluded from the collection:

- race, religion, nationality or political views of an author
- frankness or coarseness of language
- controversial content
- endorsement or disapproval of an individual or group
- language in which the work is written or spoken

If a patron feels that an item in our collection falls outside the criteria outlined in this policy, they are invited to complete a Statement of Concern about Library Materials.

**Policy No: 4.10 PUBLIC MEETING SPACES**

Type: Library Services Administration

Originated: March 18, 1999

Supersedes: November 25, 2020

Amended: February 11, 2021

Related Policies:

**Purpose**

The Thunder Bay Public Library (TBPL) is a community-based organization which exists to help facilitate community conversations, the expression of diverse ideas and opinions and community participation in educational, cultural, civic, recreational and charitable activities. We maintain a number of public meeting spaces and bookable rooms for that purpose.

The primary purpose of the Library's meeting rooms and facilities is to provide space for TBPL programs or services delivered by staff or in partnership with clients. The Library's public spaces are primarily intended to support TBPL's objective to:

- Provide a comprehensive and efficient public library service that reflects the community's unique needs;
- Inspire learning, spark curiosity, and connect people; and,
- Support community, inclusion, literacy, and intellectual freedom.

A secondary purpose is to provide accessible and affordable meeting spaces for use by the public. Rental or use of a TBPL meeting room does not imply approval or endorsement by the Library of the opinions or ideas expressed during the meeting or event. Any advertising of a meeting or event taking place in a TBPL public space must not imply endorsement by the TBPL of the content of the program or event. The TBPL will not knowingly permit any individual or group in contravention of the Criminal Code of Canada to use its facilities.

**Scope**

All individuals and organizations looking to utilize the Library's meeting rooms.

## **Policy**

The booking of public meeting space in TBPL buildings is available to the community.

Fees will be charged to organizations or individuals, should the public space be used for commercial, revenue generation purposes, or if a program organizer is charging a registration fee.

TBPL programs, services, meetings, and events have first priority for scheduling. Partner programs are provided priority after TBPL programs have been scheduled. All other bookings may be considered at the discretion of the CEO or designate.

The TBPL reserves the right to accept, refuse, postpone or cancel a room booking at its sole discretion. All organizations or individuals must complete a booking application form and any payment, should it be incurred, is to be paid in full to secure the booking. All rooms must be cleaned and vacated by the scheduled end time..

The TBPL CEO or designate is authorized to make exceptions and interpret the policy as they see fit and is responsible for developing a procedure to determine the appropriate fee that is applied.

## **Publicity & Signage**

All written signage and posters for any event held in a TBPL meeting room must be approved by the TBPL CEO or designate prior to publication and distribution.

Approval will be exercised in a manner that:

- Respects applicable legislation, including the Charter, the Criminal Code, the Ontario Human Rights Code, the Occupational Health and Safety Act, and the Public Libraries Act;
- Aligns with the Library's mission and values; and
- Balances clients' rights to intellectual freedom (the free and open exchange of lawful information), TBPL's applicable statutory objectives, if any, other legal obligations, and the Library Code of Conduct.

In any advertising or promotional material, only the proper name of the Library shall be used, and any such material shall refer to the place of meeting as "Thunder Bay Public Library", name of branch, and shall designate its proper municipal address. No use of the Library's logo is permitted without explicit consent of the Library.

Signs may be posted outside all meeting rooms that are available for public use indicating that the opinions or ideas expressed during the meeting or event do not necessarily reflect the opinion of TBPL.

### **Medium or High-Risk Events**

Organizers wishing to use a Library meeting room for events that may be deemed by TBPL to be potentially of risk may be asked for additional information. Risks may include a large crowd expected, potential for an organized protest to occur, or events for which security is expected or planned. The Library may require the presence of police officers or security guards during such events, and may require that the Applicant bear the applicable costs.

### **Challenges to Rentals**

Patrons who have a concern about the Library's decision regarding use of a meeting room are encouraged to first speak with branch staff. If their concerns have not been addressed, they can put their concern in writing and address it to the Director of Community Development or the CEO.

TBPL will document and investigate concerns, prioritizing:

- Legal rights and obligations under the Charter, the Ontario Human Rights Code, and the Occupational Health and Safety Act
- Customers' responsibilities under the Patron Code of Conduct
- The requirements of the Criminal Code; and the Library's applicable statutory objectives, if any
- Due diligence and fairness
- An environment free from discrimination, bullying, and harassment.



**Thunder Bay  
Public Library**

**Policy No: 4.11    COPYRIGHT**

Type: Library Services Administration

Originated: December 11, 2014

Supersedes: February 11, 2021

Amended: October 10, 2024

Related Policies:

### **Purpose**

Thunder Bay Public Library (TBPL) provides access to information through collections and resources in print and electronic media, which are open to all registered members of the Library and, in some cases, interested members of the public. This policy provides parameters by which staff and the public can make single copies of library materials.

### **Scope**

All staff and members of the public who are making copies of library materials.

### **Policy**

Single copies of library materials for the purposes of research, review, private study, and criticism, as well as news reporting, parody, satire and education may be provided to users of Thunder Bay Public Library.

Employees of Thunder Bay Public Library may provide links to materials appearing on external or internal websites without reference to this policy just as any member of the public can also link, without reference to this policy, to resources on publicly accessible websites operated by Thunder Bay Public Library.

The service outlined above supports users of Thunder Bay Public Library collections and resources who require access to its resources while respecting the copyright of the publishers of such materials, in keeping with fair dealing provisions in sections 29, 29.1, 29.2 of the Canadian *Copyright Act*.

### **Guidelines to Access**

1. Thunder Bay Public Library provides single copies for specific purposes, identified in advance to library staff
2. The specific purposes are research, review, private study, and criticism, as well as news reporting, parody, satire and education. Any doubt concerning the legitimacy of the request for these purposes will be referred to a Librarian

3. The individual must identify him/herself and purpose at the time of making the request. A request form may be completed by Library staff, based on information provided by the requesting party.
4. As to the amount of copying, discretion must be used. No copies will be made for any purpose other than that specifically set out on the request form or as specified by the user in the request process. Requests for substantial copying from a source will be referred to a Reference Librarian and may ultimately be refused.
5. This service is provided on a not for profit basis. Any fee charged for this service is intended to cover the costs of Thunder Bay Public Library in offering it.





**Thunder Bay  
Public Library**

**Policy No: 4.13 PROGRAMMING**

Type: Library Services Administration

Originated: February 11, 2021

Supersedes:

Amended: October 10, 2024

Related Policies: 2.1 Intellectual Freedom, 2.8 Use of Library Meeting Rooms, 2.9 Selling, 2.13 Accessibility for Ontarians with Disabilities Act, 2.14 Smudging

**Purpose**

Thunder Bay Public Library (TBPL) provides public programming to fulfill its mission to meet the changing needs of the community and to preserve and promote universal access to a broad range of knowledge, experience, information, and ideas in a welcoming and supportive environment.

The purpose of this policy is to ensure TBPL's partners, and external facilitators are aware of the objectives and expectations of TBPL programming. Additionally, this policy provides TBPL staff with the necessary framework to assist them in the development and delivery of high quality programming.

**Scope**

Staff, partners, and external facilitators providing programming in Library branches and staff representing the Library at outreach/external events.

**Policy**

TBPL provides programs that:

- focus on multiple literacies, lifelong learning, reading and diverse cultures
- reinforce TBPL's essential role in the community
- supplement and extend the information found in TBPL services, collections, and staff expertise
- offer access to professional or subject matter expertise
- provide collaborative, experiential and mentorship learning opportunities
- promote TBPL and encourage the use of its resources

- reflect and respond to diverse communities and their interests, needs and goals enable and encourage participation in Canadian society and contribute to a Canadian creative culture.

TBPL programs are open to everyone regardless of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor.

However, TBPL reserves the right to limit attendance based on considerations of the program-for example, programs based on age, or space limitations. Program attendance requires compliance with TBPL policies, including the Patron Code of Conduct.

TBPL does not charge for programs under most circumstances. Exceptions may be made to cover direct costs when the program could not otherwise be offered.

## **1. Program Development and Delivery**

- 1.1. Programs developed and delivered by TBPL will meet its strategic priorities and service delivery standards, and will have clearly defined goals, target audiences, descriptions, outcomes and objectives.
- 1.2. Data collected for all programs will be reviewed annually. A regular cycle of program evaluation will occur within TBPL's evaluation framework. Evaluation will include feedback from staff, participants, and collaborators.
- 1.3. Generally, external presenters delivering programs will not solicit business, customers or volunteers, or market their commercial products or services. Exceptions made in service of strategic objectives must be approved by the CEO or designate.
- 1.4. Programs will be developed and delivered in compliance with all TBPL policies, including the Patron Code of Conduct and Employee Code of Conduct
- 1.5. Programs will be delivered by qualified staff or subject matter experts, as appropriate. Programs will contribute to TBPL's safe, supportive and welcoming environment.
- 1.6. Programs will be developed with consideration for the principles of accessibility, equity and inclusiveness. These include, but are not

limited to, access for persons with disabilities, and delivery at times and locations and through channels that maximize convenience and encourage attendance by the target audience.

- 1.7. TBPL programs may cover a range of topics and ideas which are of current interest and possible future significance, including topics and ideas which reflect current conditions, trends and controversies. As with other TBPL services, children's access to programming is the responsibility of parents and guardians.
- 1.8. Programs may be developed in response to requests from the City of Thunder Bay in support of specific City service goals. Programs may also be developed and delivered through collaboration between TBPL and other external organizations.
- 1.9. Program presenters/facilitators must always ensure the dignity and safety of the public and staff in accordance with TBPL policies and standards. Misrepresentation of a program, a likelihood of physical hazard to participants or audiences, a likelihood of misuse of premises or equipment, non-compliance with TBPL policies, including the Patron Code of Conduct, may all constitute reasons to terminate a program.

## **2. Reconsideration of a Program**

- 2.1 The Library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. The Library offers a wide selection of programs inspired by the informational, educational, cultural and recreational needs and interests of the diverse communities it serves.
- 2.2 The content or manner of expressing ideas in programs that is purposely selected to fill the needs of some Library customers, may, on occasion, be considered to be offensive by other Library customers. The Library recognizes the right of any individual or group to reject library programs for personal use, but does not accord to any individual or group the right to restrict the freedom of others to attend that same program.
- 2.3 TBPL welcomes suggestions, compliments or feedback about library services in accordance with the Community Feedback Procedure.
- 2.4 Library customers who object to specific programs may submit a written request for reconsideration, if they feel that the content of the program is not consistent with the criteria outlined in this policy or other Board policies.

2.5 Requests for reconsideration will be considered by staff and a response communicated to the customer who submitted the request following completion of a staff review. Programs may proceed while the request is being reviewed.