

**DRAFT Agenda**  
**Woodstock Public Library Board**  
**January 12, 2021**

**Date:** Tuesday, January 12, 2021

**Time:** 4:00 p.m.

**Place:** Via Zoom Video Conferencing

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZluceCoqDMuGNRzB2S3Bp9s8-AwCLujewul>

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**1. Call to Order/Chairperson's Remarks**

**2. Indigenous Acknowledgement**

The Woodstock Public Library is situated on the traditional territories of the Indigenous Peoples and covered by the Upper Canada Treaties. The Library Board (I) would like to acknowledge the history of the traditional territory on which the Library stands. We (I) would also like to respect the longstanding relationships of the local Indigenous groups, the Haudenosaunee, Lanape, and Anishinaabek of this land and place in Southwestern Ontario. We (I) would like to recognize the Indigenous communities in close proximity to the city of Woodstock: Chippewas of The Thames First Nation; Oneida Nation of The Thames; Munsee-Delaware Nation; Mississaugas of New Credit First Nation; and Six Nations of The Grand (which consists of Mohawk, Cayuga, Seneca, Onondaga, Oneida and Tuscarora Nations).

**3. Approval of the Agenda**

**4. Declaration of Conflict of Interest**

**5. Minutes of the Meeting of December 8, 2020**

**6. Business Arising from the Minutes**

None

**7. Board Education**

**a) 2021 OLA SuperConference Registration**

**8. Consideration of Correspondence**

**a) Thank-you Card**

Barbara Waud, Circulation Clerk

**b) Donation Letter**

Oxford Community Foundation

**c) Comment Form Submission**

D. Himes

- d) **Email – Federation of Ontario Public Libraries**  
FOPL Chair's Message, Dec. 2020

9. **Administrative Reports**

For Information

a) **Monthly Report**

Report of the Chief Executive Officer for January, 2021

b) **Statistics**

Library Systems Activities for the month of December, 2021

c) **Policy Review**

i) Report – Access to Information & Protection of Privacy Policy and Video Surveillance Policy (re-issued)

- Access to Information & Protection of Privacy Policy (Draft)  
- City Administration Remarks
- Video Surveillance Policy (Draft)

ii) Report – Prevention of Workplace Violence and Harassment

- Workplace Violence and Harassment Policy (Draft)

10. **Committee Reports**

a) **Southern Ontario Library Service Trustee Council**

None

b) **Health and Safety**

Minutes of the Joint Health & Safety Committee Meeting of September 25, 2020

c) **Grievance**

None

11. **Finance**

a) **Treasurer's Report (as provided by Treasury)**

Statement of Revenue and Expenditures November, 2020

12. **New Business**

a) **2021 Library Board Meeting Schedule**

13. **Notices of Motion**

None

14. **Attachments**

a) *Woodstock Library to Continue Offering Curbside Pickup; Heart FM; December 23, 2020*

b) *Woodstock, Oxford libraries to close, offer curbside pickup; Woodstock Sentinel Review; December 24, 2020*

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**15. Committee of the Whole In-camera**

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**16. Next Meeting**

Tuesday, February 9, 2021, 4:00 pm.

**17. Adjournment**

**VISION**

Your Destination for Discovery

**MISSION**

The Woodstock Public Library is a community based accessible centre that responds to changing needs by providing up-to-date resources in a welcoming environment.

**Woodstock Public Library Board**  
**DRAFT Meeting Minutes**  
**December 8, 2020**

A regular meeting of the Woodstock Public Library Board was held on December 8, 2020 at 4:00 pm, virtually via Zoom technology (link provided publicly).

**a)** The following Board members were present:

Ken Whiteford, Chair  
Mary Anne Silverthorn, Trustee  
Gary Wade, Trustee  
Councillor Connie Lauder  
Councillor Deb Tait  
Mayor Trevor Birtch

**b)** The following Board members sent regrets:

Ross Gerrie, Vice-chair

**c)** The following persons were also present:

David Harvie, CEO  
Lori Peixoto, recorder

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**1. Call to Order/Chairperson's Remarks**

The Chair called the meeting to order at 4:00 pm.

Regrets were offered for Vice-chair Ross Gerrie.

**2. Indigenous Acknowledgement**

The Woodstock Public Library is situated on the traditional territories of the Indigenous Peoples and covered by the Upper Canada Treaties. The Library Board (I) would like to acknowledge the history of the traditional territory on which the Library stands. We (I) would also like to respect the longstanding relationships of the local Indigenous groups, the Haudenosaunee, Lanape, and Anishinaabek of this land and place in Southwestern Ontario. We (I) would like to recognize the Indigenous communities in close proximity to the city of Woodstock: Chippewas of The Thames First Nation; Oneida Nation of The Thames; Munsee-Delaware Nation; Mississaugas of New Credit First Nation; and Six Nations of The Grand (which consists of Mohawk, Cayuga, Seneca, Onondaga, Oneida and Tuscarora Nations).

**3. Approval of the Agenda**

**Motion 20-69**

MOVED by Councillor Lauder and seconded by Trustee Wade to approve the Agenda.

**Motion carried.**

**4. Declaration of Conflict of Interest**

None.

**5. Minutes of the Meeting of November 11, 2020**

**Motion 20-70**

MOVED by Trustee Silverthorn and seconded by Councillor Tait to approve the Minutes of the Meeting of November 11, 2020.

**Motion carried.**

**6. Business Arising from the Minutes**

None.

**7. Board Education**

None.

**8. Consideration of Correspondence**

None.

**9. Administrative Reports**

**a) Monthly Report**

**i. Report of the Chief Executive Officer for December, 2020**

The CEO elaborated on what was in the report including an update on the 'Food for Fines' partnership with Salvation Army, ending December 12<sup>th</sup>.

The CEO noted that the Capital Budget was presented to City Council on November 24<sup>th</sup>.

Discussion was had regarding the Library's automation system, and the upcoming change to moving back to Bibliocommons with the consortium.

There were no questions or comments.

**b) Statistics: Library Systems Activities for November, 2020**

The CEO would like to see the Library pass 1.5 million library uses by the end of the year. At the time of this meeting, usage was already at 1.4 million. With the pandemic, it's expected that this year's usage will be lower by about 25-30%.

The CEO confirmed the quarantine period for materials was 6 days, based on studies done specifically for libraries on the survivability of the COVID-19 virus on books, DVD and game cases. The CEO stated the importance of doing everything we can to ensure the Library is a safe place for patrons and staff.

**c) Policy Review**

**i. Report – Access to Information & Protection of Privacy Policy and Video Surveillance Policy**

Discussion was had regarding the possibility of the City CAO or City Clerk reviewing these policies prior to Board approval. The Mayor suggested forwarding the idea to the CAO for possible discussion with the City's solicitor for commentary.

**Motion 20-71**

MOVED by Councillor Tait and seconded by Councillor Lauder that the Board defers the adoption of the Access to Information & Protection of Privacy Policy and the Video Surveillance Policy to make City Administration aware of potential adoption and solicit any comments on them.

**Motion carried.**

**ii. Access to Information & Protection of Privacy Policy (Draft)**

Deferred to next meeting.

**iii. Video Surveillance Policy (Draft)**

Deferred to next meeting.

**10. Committee Reports**

**a) Southern Ontario Library Service Trustee Council**

None.

**b) Health and Safety**

None.

**c) Grievance**

None.

**11. Finance**

**a) Treasurer's Report (as provided by Treasury)**

The CEO reported that the Library was not in receipt of the Statement of Revenue and Expenditures for November, 2020, at the time of this meeting.

**12. New Business**

None.

**13. Notices of Motion**

None.

**14. Attachments**

None.

**15. Committee of the Whole In Camera**

The Board did not move into the Committee of the Whole In Camera.

**16. Next Meeting**

Tuesday, January 12, 2021, 4:00 pm.

**17. Adjournment**

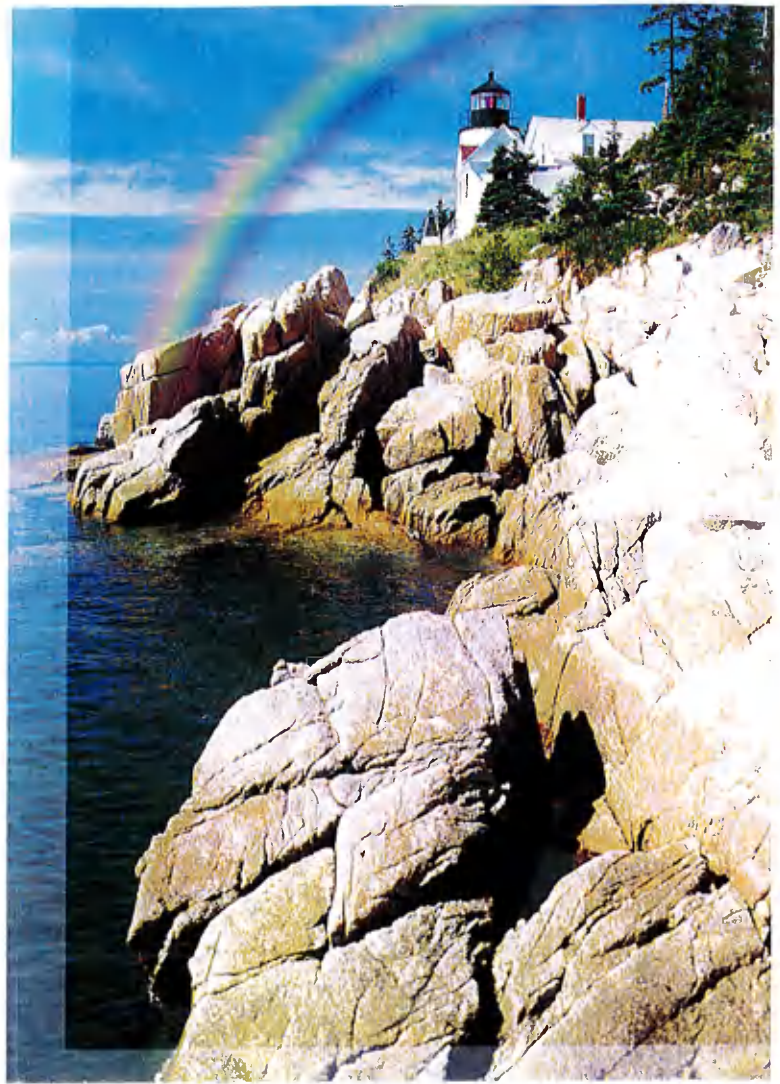
**MOVED** by Councillor Lauder that the meeting adjourn at 4:29 pm.

***Vision***

Your Destination for Discovery

***Mission***

A welcoming place to create, connect and explore.



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Cambridge, Ontario

06557  
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To the WPL  
Board.

Thank you very  
much for the  
recognition and  
watch. Very much  
appreciated

Barbara  
Ward





Looking Forward...Giving Back!

447 Hunter Street  
Woodstock, Ontario N4S 4G7  
226.667.6404

[oxfordcommunityfoundation.org](http://oxfordcommunityfoundation.org)

December 14, 2020

Woodstock Public Library  
Attn: David Harvie  
445 Hunter Street,  
Woodstock, ON N4S 4G7

Dear David,

Oxford Community Foundation (OCF) is pleased to enclose a cheque to support the following initiative:

Granted to: Woodstock Public Library, (City of Woodstock, Charitable #RCN 124208646 RT000)

Amount of: \$500

Granted for: Supporting Woodstock Public Library Initiatives

Granted from: OCF Ross & Fran McElroy Fund

In previous years, OCF arranged a photo session to share stories and take photo's of those who benefitted from this grant, however because of COVID19 we ask you to please send photo's and stories by Friday, March 19<sup>th</sup>, 2021 via email to [info@oxfordcommunityfoundation.org](mailto:info@oxfordcommunityfoundation.org) attention Rosaline Bruyns. These stories and photo's will be included in the 2020 OCF annual report distributed to OCF fund holders, directors and donors.

In the meantime, if you have questions or concerns, please do not hesitate to contact us.

On behalf of the OCF Grants Committee: Neil Dolson (Chair), Rosemary George, and Keith Stevens.

All the best to you and your organization in 2021.

Warm regards,

A handwritten signature in black ink that reads 'Louise Wardrop'.

Louise Wardrop, Executive Director  
[lwardrop@oxfordcommunityfoundation.org](mailto:lwardrop@oxfordcommunityfoundation.org)  
Office: 226-667-6404 | Cell: 226-232-6222



@oxfordcf



[info@oxfordcommunityfoundation.org](mailto:info@oxfordcommunityfoundation.org)

**One of 191 Community Foundations in Canada**

OCF Volunteer Board of Directors: Bill Mackesy (Chair), Keith Stevens (Vice-chair), Neil Dolson (Treasurer), Rosemary George, Don Hilborn, Michael Kukhta, John MacDonald, Kim Parker, Steve Robb, Karen Sample, Kelly Gilson (ex-officio United Way)

## mywpl.ca Comment Form Submission

From: D. Himes

Date: December 11, 2020

About: General Comment

“Praise and compliments to all that you are doing with the virtual stories and crafts for both kids and adults posted. Had to get my teen son with special needs to teach me how to subscribe to your channel on YouTube first though. Well done Woodstock Public Library. This will be activities for us as a family during the covid pandemic. Merry Christmas!”

**From:** Fopl Administration [<mailto:admin@fopl.ca>]

**Sent:** December 29, 2020 9:51 AM

**To:** Fopl Administration <[admin@fopl.ca](mailto:admin@fopl.ca)>

**Cc:** Julia Merritt <[JMerritt@stratford.ca](mailto:JMerritt@stratford.ca)>

**Subject:** FOPL Chair's Message

\*\*\* Exercise Caution. This is an EXTERNAL e-Mail, DO NOT open attachments or click links from unknown senders or unexpected mail. \*\*\*

Dear FOPL Members,

We made it to the end of 2020! It's been a rough ride, in any number of ways, and the Library sector has done an admirable job of staying the course. With your support and membership FOPL has continued to be able to advocate for the government policies and resources that libraries need.

Some of the highlights have been:

- We effectively communicated with the MHSTCI regarding the needs of Libraries during the pandemic, achieving:
  - o Formal ability for libraries to hold virtual Board meetings
  - o The inclusion of Libraries in the early stages of re-opening
  - o The early release of the PLOG and other funding streams
  - o As we enter the second Shutdown, we continue to advocate for the necessity of library services in supporting the community during the pandemic, as well as the longer-term role of libraries in facilitating province-wide access to digital infrastructure
- Throughout 2019-20, we successfully defended the continued inclusion of libraries in Bill 108, resulting in an *increase* in the amount of money that can be collected for libraries through development charges
  - o Expert guidance and training for members on development charges to come in 2021.
- With a Trillium Grant, piloting a project called MINE: Mobile Information for Newcomer Employment; final report expected shortly
- The Open Media Desk has continued as a sustainable e-learning project for Library marketing staff to grow their storytelling & social media skills, as well as a shared resource for pandemic-related information
- Budget advocacy for 2021 continues; having avoided cuts, in partnership with OLA we are focusing on increasing spending on an Ontario Digital Public Library and broadband infrastructure. We are also keeping a close on any budgetary items related to ServiceOntario, SOLS/OLS-North, schools, and digital initiatives.

I would like to assure you that despite the departure of Stephen Abram in October, that the Board's Executive Committee and FOPL's Administrative Assistant Helen have all risen to the occasion and kept the work going smoothly. We all look forward to the appointment of a new ED in early 2021, and continuing the good work!

If you have any questions about FOPL, please don't hesitate to direct them to either Helen or myself.

With all best wishes to you and yours for a healthy and happy 2021,

A handwritten signature in black ink, appearing to read "Julia Munro". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Chair, Federation of Ontario Public Libraries



## WOODSTOCK PUBLIC LIBRARY

Subject:	CEO Report – January 2021
Action:	For Information
Prepared By:	David I. Harvie
Meeting Of:	January 12, 2021

### Contribute Vibrant Spaces

The installation of the adult change station table in the family washroom was completed in December. This wall-mounted table will provide an increased level of accessibility for our patrons.

### Strengthen Our Community

The Library held its annual Food4Fines program in partnership with the Salvation Army from November 30<sup>th</sup> to December 12<sup>th</sup>. The Library forgave \$160 in fines and collected 80 items of non-perishable food.

### Reinforcing Our Capabilities

The Government of Ontario announced a province-wide lockdown effective December 26<sup>th</sup>, 2020, to reduce the spread of the COVID-19 virus. The Library re-initiated its curb-side pick-up service on Monday, December 28<sup>th</sup>, 2020. Patrons have the option of scheduling an appointment to pick up their holds, or may drop in once they have received notification. Due to provincial restrictions, patrons are not allowed to enter the building, and will be served at the front door. The Library is continuing to quarantine returned items for a 6 day period, and our librarians continue to create and offer online programming for our patrons. The Library will also be reinstating its e-Card service to allow patrons to sign up for library cards during the closure of the library building.

The Library made a number of changes in its digital collections at the end of December. The Library moved from the RB Digital electronic magazines (formerly Zinio) to EBSCO's Flipster electronic magazine platform.



*Photo: Adult Change Station Table*

Flipster features full colour digital magazines and back issues of dozens of magazines, covering a number of interests. Flipster can be accessed via desktop computers or via apps on tablets or smartphones.

The Library also consolidated its e-book and downloadable audiobook collections to the cloudLibrary platform. This move will provide more available titles with faster hold fulfillment in one place. The decision to make cloudLibrary the primary platform was based on a number of factors including patron feedback, demand for titles, and availability. cloudLibrary also provides the Library with the ability to access a small, but growing number of other public library collections via cloudLink Ontario. The Library is currently working to move a number of purchased titles from the Overdrive platform to our cloudLibrary collection holdings.

Ms. Madison Edgar, a part-time Information Services Librarian, resigned from the Library in December, after 2 years of dedicated service. We wish Madison all the best in her career and new adventures.

Ms. Kaitlyn Micacchi has joined the Library's Technical Services Department as our new full-time Library Technician. Ms. Micacchi is a Woodstock resident and has 3 years of experience at the London Public Library.

The Library has welcomed back Ms. Katrina Campbell after the completion of her maternity leave. Ms. Campbell will continue in her dual roles in Public Services and Technical Services.

Ms. Amy Coles completed her contract as a part-time Information Services Librarian at the end of December. We wish Amy all the best in her future endeavours.

Respectfully Submitted,

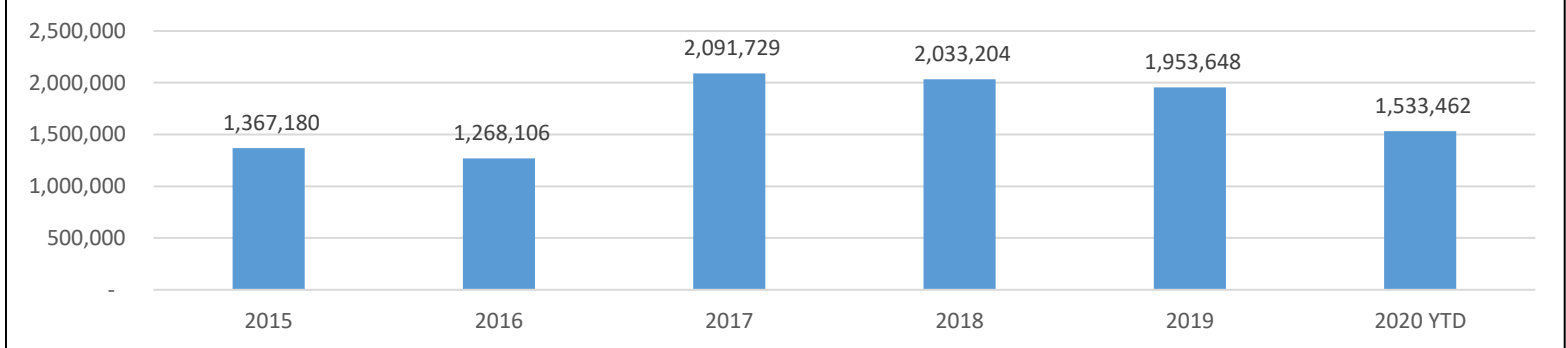
David I. Harvie  
Chief Executive Officer



# Woodstock Public Library

445 Hunter Street Woodstock, ON N4S 4G7 Tel: 519-539-4801

### Total Library Uses 2015 - present

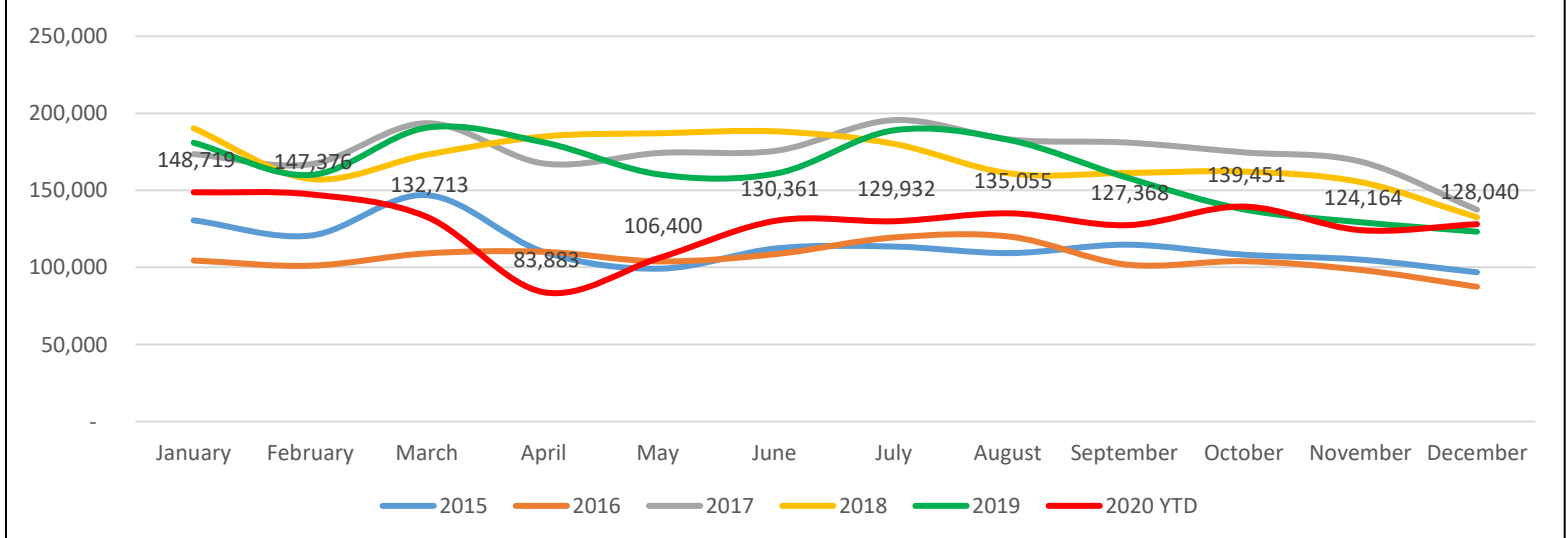


2020	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	33,295	26,375	62,358	17,222	2,148	1,077	1,888	4,356	148,719
February	34,157	27,774	62,109	13,336	1,663	2,054	1,815	4,468	147,376
March	25,294	15,325	51,934	32,141	1,015	1,104	1,078	4,822	132,713
April	9,588	-	27,038	42,294	-	-	363	4,600	83,883
May	10,520	161	42,026	46,895	460	-	448	5,890	106,400
June	15,393	1,566	68,610	38,741	683	-	555	4,813	130,361
July	17,093	3,112	74,672	29,138	608	-	632	4,677	129,932
August	24,710	9,170	71,336	24,418	372	-	688	4,361	135,055
September	24,684	9,344	65,196	23,438	301	-	812	3,593	127,368
October	26,665	8,579	61,343	36,482	580	8	756	5,038	139,451
November	24,702	10,672	56,699	25,916	601	111	796	4,667	124,164
December	27,179	9,331	60,523	25,728	443	130	704	4,002	128,040
<b>TOTAL</b>	<b>273,280</b>	<b>121,409</b>	<b>703,844</b>	<b>355,749</b>	<b>8,874</b>	<b>4,484</b>	<b>10,535</b>	<b>55,287</b>	<b>1,533,462</b>

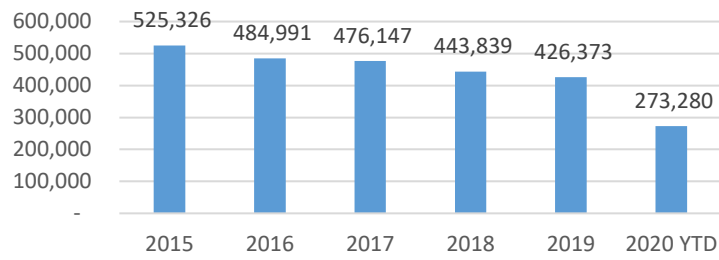
Public computer access restored January 21, 2020

Affected by Covid-19 Pandemic

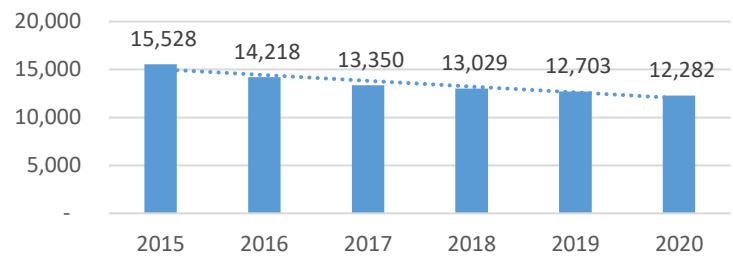
### Total Library Uses by Month 2015 - present



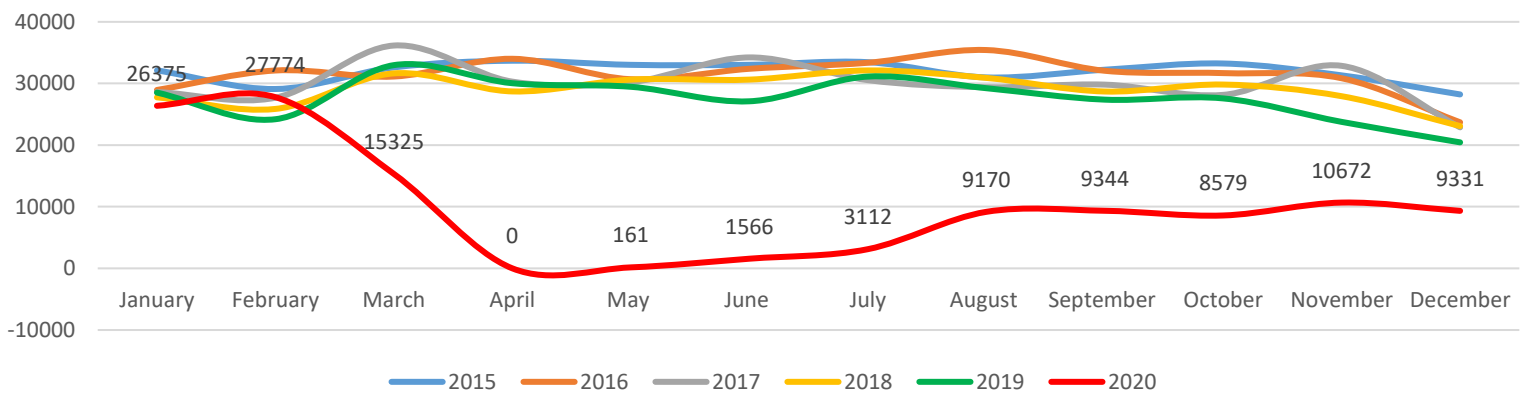
### Annual Library Circulation Total 2015-2020



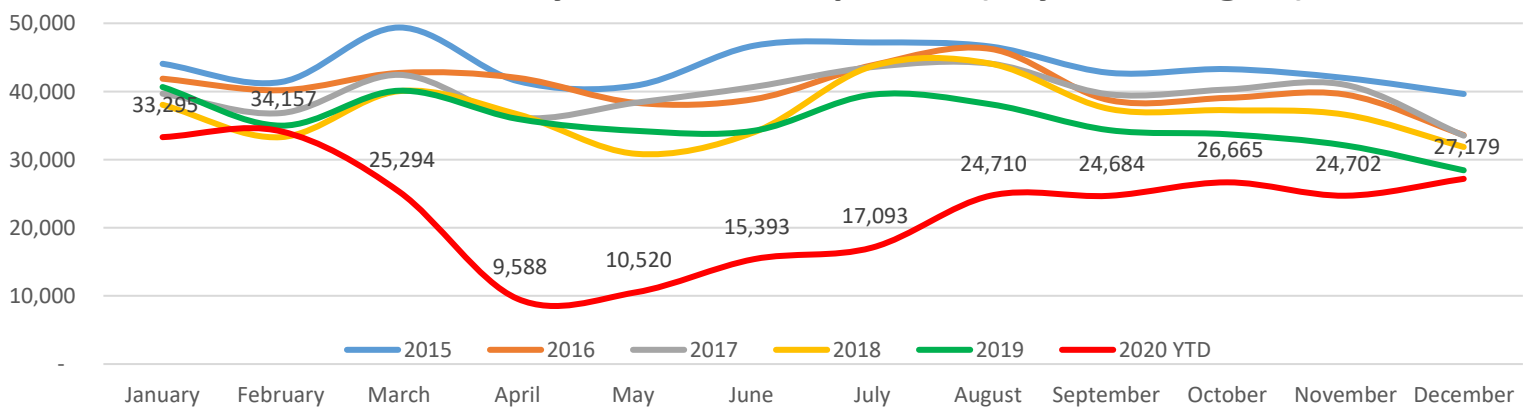
### Monthly Average Active Users Count 2015-2020 YTD



### In Person Visits - 2015-2020



### Total Circulation by Month - 2015-present (Physical & Digital)







## WOODSTOCK PUBLIC LIBRARY

Subject:	Review of Access to Information and Protection of Privacy Policy Video Surveillance Policy
Action:	For the Review and Approval of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	January 12, 2021

### Recommendation

That the draft policies on Access to Information and Protection of Privacy, and Video Surveillance be approved.

### Summary

As directed by the Board at the December, 2020, Board meeting, the CEO forwarded the two draft policies to City Administration for their awareness and comments.

### Discussion

Ms. Amy Humphries, City Clerk, reviewed the draft *Access to Information and Protection of Privacy* and *Video Surveillance* policies. Ms. Humphries is extremely knowledgeable about the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) in her role as City Clerk, and as the City's Freedom of Information Officer.

No suggestions were received concerning the draft *Video Surveillance* policy from the City.

Ms. Humphries made several suggestions to the *Access to Information and Protection of Privacy* policy in terms of additions and best practices. These suggestions are highlighted in yellow in the attached draft policy for the Board's convenience.

These suggestions are:

- **Designation of “Head” under MFIPPA**

Under Section 3(3) of MFIPPA, the entire Board is considered the Head. However, the Board can designate a single member, or a committee of themselves, under Section 3(1), to act as Head.

Ms. Humphries recommends that if the Board does not want to act as Head as a group, it would be best to appoint one individual, such as the Board Chair.

- **Designation of a FOI Coordinator**

Under Section 49(1) of the Act, the Head can delegate the powers and duties to an officer of the institution or another institution.

Ms. Humphries is willing to be appointed as the Library’s Freedom of Information Coordinator. The Library CEO would continue to be responsible to the Board for implementing, enforcing, and monitoring the Library’s privacy and access compliance, and would work closely with the Clerk. Such an appointment would allow the Library to access Ms. Humphries’ expertise and knowledge concerning FOI matters.

- **Addition to Compliance Challenges**

Ms. Humphries recommends the addition of an appeal process to the Office of the Information and Privacy Commissioner.

## **Recommended Changes**

1. That the Board appoints the Board Chair as Head under MFIPPA. (See Section 1.1)
2. That the Chair appoints the City Clerk as the Library’s FOI Coordinator and delegates the powers and duties as Head under MFIPPA. (See Section 1.2 & 7.3.2)
3. That appeals to the Office of the Information and Privacy Commissioner be included in the policy. (See Section 15.3)

Respectfully submitted,

David I. Harvie  
Chief Executive Officer



# Woodstock Public Library Policy

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**Policy Name:** Access to Information and Protection of Privacy

**Category:** Library Administration

**Version:** 7 January 2021

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## **POLICY STATEMENT AND RATIONALE**

The purpose of this policy is to provide guidelines with respect to the collection, use, and retention of personal information by the Woodstock Public Library.

The purpose of this policy is to ensure that:

- the Woodstock Public Library complies with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and its regulations, notwithstanding the specific applications outlined in this policy;
- members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA; and
- the privacy of individuals' personal information is protected in compliance with the privacy provisions of MFIPPA.

## **SCOPE**

This policy applies to all services and operations of the Woodstock Public Library Board, its staff, Board members and volunteers.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply:

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“*HTTP cookies*” means a small piece of data stored on the user’s computer by a web browser while browsing a website. Cookies are designed to be a reliable mechanism for websites to remember stateful information, as they can be used

to remember pieces of information that the user previously entered into form fields, such as names, addresses, and passwords.

*“IPC”* – Information and Privacy Commission of Ontario. IPC oversees compliance with the privacy protection provisions of MFIPPA and conducts investigations into privacy complaints. IPC also provides guidance regarding Ontario’s access and privacy legislation.

*“City Clerk”* means the City Clerk of the Municipality of the City of Woodstock.

*“Library”* means the Woodstock Public Library.

*“Library Board”* means the Woodstock Public Library Board.

*“Library Staff”* means all staff employed by the Woodstock Public Library.

*“Permanent record”* means records determined to have historical, administrative, legal, or other value to the Library to warrant continuous preservation.

*“Personal information”* means recorded information about an identifiable individual, including:

- Information relating to the race, national or ethnic origin, colour, religion, age, gender, sexual orientation or marital or family status of the individual.
- Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved.
- Any identifying number, symbol, or other particular assigned to the individual.
- The address, telephone number, email address of the individual.
- The personal opinions or views of the individual except if they relate to another individual.
- Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence.
- The views or opinions of another individual about the individual.
- The individual's name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

For Library purposes this definition also includes recorded information such as:

- borrowed materials,
- overdue fines or other charges,

- holds/requests for materials,
- information related to registration for Library programs and fundraising.

“Record” means recorded information in any format or medium, created, received, and maintained as evidence in pursuance of legal obligations or in the transaction of business. This may include paper and electronic records, minutes, correspondence, financial statements, maps, drawings, photographs, etc.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 Responsibility**

1.1 The Board Chair shall be designated as Head of the Library for the purposes of the Municipal Freedom of Information and Protection of Privacy Act.

1.2 For the purposes of the Municipal Freedom of Information and Protection of Privacy Act, the Board Chair shall appoint the City Clerk as the Library’s Freedom of Information (FOI) Coordinator, and is delegated all powers and duties.

1.3 The CEO is responsible and accountable for documenting, implementing, enforcing, monitoring and updating the Library’s privacy and access compliance.

### **2.0 Objectives**

2.1 To ensure that the Library continues to be seen as a trusted institution by our patrons.

2.2 To ensure that the Library complies with the spirit, principles and intent of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

2.3 To ensure that members of the public have access to information about the operations of the Library and to their own personal information held by the Library in accordance with the access provisions of MFIPPA.

2.4 To ensure that the privacy of patrons’ personal information is protected in compliance with the privacy provisions of MFIPPA.

2.5 To ensure that the privacy of Library employees’ personal information is protected in compliance with the privacy provisions of MFIPPA.

### **3.0 General Guidelines**

- 3.1 The Library collects personal information for the purposes of identifying patrons, in order that they may borrow materials, access electronic services and register for programs.
- 3.2 All information collected from patrons under the authority of the Public Libraries Act, is subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Under these acts, all patrons of the Library have the right to privacy and confidentiality regarding their use of the Library's services, programs and collections. Patron borrowing and electronic use records are held in confidence by the Library and are accessed only for the purposes identified at the point of collection.

### **4.0 Collection of Personal Information**

- 4.1 The Library will not collect any personal information about patrons without obtaining their consent to do so, subject to the expectations as contained in MFIPPA. Personal information that is collected will be limited to what is necessary for the proper administration of the Library and the provision of library services and programs.
- 4.2 Personal information will only be used for the stated purpose for which it was collected or for a consistent purpose.
- 4.3 Patrons are responsible for identifying changes in personal information such as name, address or contact information to maintain the accuracy of their information.
- 4.4 Patrons should report immediately any lost or stolen library cards to reduce the potential of unauthorized access to their records and protect their information.

### **5.0 Access of Personal Information**

- 5.1 Access to patron information is limited to Library Staff working within the scope of their duties.
- 5.2 The Library and patrons have the right to request a correction of personal information if erroneous data is identified. The Library has a right to request supporting documentation from a patron when making any corrections.

### **6.0 Disclosure of Information**

- 6.1 The Library will not disclose personal information related to a patron to any third party without obtaining consent to do so, subject to certain exemptions

as provided by MFIPPA. Disclosure is permitted in some situations with the approval of the CEO, including the following:

- a) The Library will disclose personal information to a parent or guardian of a person up to sixteen (16) years of age who exercises the right to access the child's personal information in Library databases.
- b) The Library may also disclose information in accordance with the exemptions provided in section 32 of MFIPPA including:
  - i) disclosure to an institution or a law enforcement agency in Canada to aid an investigation undertaken with a view to a law enforcement proceeding or from which a law enforcement proceeding is likely to result;
  - ii) disclosure under compassionate circumstances, to facilitate contact with the spouse, a close relative or a friend of an individual who is injured, ill or deceased.

## **7.0 Access Requests**

7.1 All Library patrons have the right to access their personal information as well as information regarding library operations. The request may be submitted on an informal or formal basis, depending on the nature of the request. All requests are subject to the exemptions outlined in the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

### **7.2 Informal Requests**

7.2.1 Patrons must provide appropriate identification before personal information will be provided. For example, upon presentation of his/her library card or other approved photo identification, a patron may query his/her records and/or the records of his/her minor age children or wards.

### **7.3 Formal Requests**

7.3.1 Information from the Library's database files shall only be released to the police or government agencies upon the presentation of a proper and valid warrant. In the absence of a warrant, the information requested must be in accordance with Section 32(g) and 32(i) of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). In such cases, the CEO or designate has the authority to release personal information to the police or government agencies in Canada to aid an investigation leading or likely to lead to a law enforcement proceeding or in compassionate

circumstances to facilitate contact with next of kin of an individual who is injured or deceased. All such requests must be documented.

- 7.3.2 All formal requests for personal or operational information must be done in writing. Freedom of Information (FOI) forms are available through the Woodstock Public Library's Freedom of Information Coordinator, or via the City's website. For more information or to submit a formal request, patrons should contact:

FOI Coordinator,  
City Clerks Department,  
Woodstock City Hall,  
P.O. Box 1539,  
Woodstock, ON N4S 0A7  
519-539-1291

## **8.0 Retention of Personal Information**

- 8.1 The Library will not retain personal information related to the items borrowed or requested by a patron, or pertaining to a patron's online activity, longer than is necessary for the provision of library services and programs.

## **9.0 Online Privacy**

- 9.1 The use of the Library's online catalogue does not require the provision of any personal information unless account access is required. Patrons can access their personal library account with their library card number and password through the online catalogue. Personal account information can include name, address, telephone, email as well as items checked, on hold and fines/fees. Verification of the library card number and password is done through the library's patron database.
- 9.2 Patrons using commercial databases through the Library website are required to enter their library card number to access the databases. The library card number is verified against the library's patron database. A log of this verification remains on the authentication server.
- 9.3 Links to websites of other organizations are included on the Library's website. These links are provided for information only and are not subject to the privacy policy of the Library. Patrons are urged to consult the privacy policies of the specific websites before providing any personal information.
- 9.4 Library websites may use HTTP cookies to improve functionality and personalization. These cookies may be either sessional or persistent in nature and are stored local to the user and not on library servers.



## **10.0 Public Computer Workstation**

- 10.1 The public computer workstations are situated in public areas and as such the Library does not guarantee privacy.
- 10.2 Some of the Library's public computer workstations are managed by reservation software that records a patron's library card number, workstation, and time spent on the workstation. This data is stored in a log file that is purged every three months.

## **11.0 Wireless Internet**

- 11.1 The wireless network provided by the Library is an open, unsecured network and the Library does not guarantee the security of the patron's device while using it.
- 11.2 The Library's wireless network records unique device identifiers, date/time, duration, download usage and Web services accessed. This data is stored in a log file that is automatically purged after two months.

## **12.0 Photographs and Videos**

- 12.1 The Library collects photos of patrons and employees at Library events and programs to promote library services. Photographs and videos of recognizable individuals taken for Library promotional purposes, will not be used without prior written permission of the patron or the Library employee.

## **13.0 Electronic Communication**

- 13.1 Obtaining a library card implies the patron's consent to authorize the Library to send electronic notifications regarding personal borrowing and transaction activities using their preferred method. Patrons may request not to receive notifications although such an action may affect their ability to use the affected library services.
- 13.2 The Library may use electronic means to promote services, share information, or announce special events. The Library will seek the patron's consent before sending promotional electronic messages. The Library will provide options to patrons to easily unsubscribe from the services or change their preferences at any time.
- 13.3 In keeping with Canadian Anti-Spam Legislation (CASL), email addresses are used solely for the intended purpose, for which the patron has provided explicit consent, and will not be shared with any other individual or organization.

## 14.0 Unauthorized Access and/or Disclosure (Privacy Breach)

- 14.1 Any Library staff member who becomes aware of unauthorized disclosure of record in contravention of this policy, and/or a potential privacy breach has a responsibility to ensure that the CEO is immediately informed of the breach.
- 14.2 Any breaches of unauthorized access or disclosure of privacy will be reported to the IPC for advice and assistance.

## 15.0 Challenging Compliance

- 15.1 Any patron or staff member who feels their privacy has not been protected may challenge library practices through the CEO.
- 15.2 A patron or employee who, after such a challenge, is not satisfied with the result, may appeal to the Library Board, maintaining either that the current policy has been violated, or that the current policy needs to be changed in order to address a perceived issue.

15.3 A patron or employee who is not satisfied with the appeal to the Library Board, may file a privacy complaint with the Information and Privacy Commissioner (<https://www.ipc.on.ca/privacy-organizations/privacy-complaints/>).

## RELATED DOCUMENTS AND POLICIES

Woodstock Public Library – Video Surveillance Policy

Public Libraries Act, 2011, S.O. 2001, c. P. 44

Municipal Act, 2011, S.O. 2001, c. 25

Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990, c. M.56

## DOCUMENT REVISION RECORD

Developed By:	D. Harvie	Date:	January 7, 2021
		Adoption Date:	
Resolution #:	21-##	Effective:	
Review Cycle:	Once per Term	Last Reviewed Date:	



# Woodstock Public Library Policy

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**Policy Name:** Video Surveillance Policy

**Category:** Library Services

**Version:** 17 November 2020

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## **POLICY STATEMENT AND RATIONALE**

The purpose of this policy is to describe Woodstock Public Library's installation and use of video surveillance equipment in the interests of privacy, public safety, protection of property, and to maintain a safe and welcoming environment for library customers, staff, and service providers.

This policy should be read in conjunction with the Library's *Access to Information and Protection of Privacy Policy*.

## **SCOPE**

This policy shall apply to all Woodstock Public Library employees and service providers. It applies to all types of video camera systems and camera recording devices that are used for security purposes at the Library. This policy does not address instances where Library staff record a specific event (such as a program or presentation).

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply;

“CEO” means the Chief Executive Officer of the Woodstock Public Library.

“IPC” – Information and Privacy Commission of Ontario. IPC oversees compliance with the privacy protection provisions of MFIPPA and conducts investigations into privacy complaints. IPC also provides guidance regarding Ontario's access and privacy legislation.

“MFIPPA” – Municipal Freedom of Information and Protection of Privacy Act. The purpose of the Act is to provide a right of access to information under the control of institutions and to protect the privacy of individuals with respect to personal information about themselves held by institutions.

“City” means the Corporation of the City of Woodstock.

“Library” means the Woodstock Public Library.

“Library Board” means the Woodstock Public Library Board.

“Personal Information” means any recorded information about an identifiable individual, including:

- a) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
- b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- c) any identifying number, symbol or other particular assigned to the individual;
- d) the address, telephone number of the individual;
- e) the personal opinions or views of the individual except if they relate to another individual;
- f) correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
- g) the views or opinions of another individual about the individual; and
- h) the individual’s name if it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 Responsibility**

- 1.1 The CEO is responsible for the Library's privacy obligations under the *Municipal Freedom of Information and Protection of Privacy Act*.
- 1.2 The CEO is responsible for implementing the appropriate procedures in order to ensure that the Library staff understand and adhere to the intent of this policy and to protect and safeguard patron privacy, and to safeguard Library property.

### **2.0 Authority**

- 2.1 The Library has determined that it has the authority to collect personal information in accordance with the *Public Libraries Act* and *MFIPPA*.
- 2.2 Security cameras can be used to collect personal information about identifiable individuals.
- 2.3 Pursuant to section 28(2) of the *MFIPPA*, no person shall collect personal information on behalf of the Library unless the collection is expressly authorized, used for the purposes of law enforcement or necessary to the proper administration of a lawfully authorized activity.

### **3.0 Underlying Principles**

- 3.1 The security camera system is a resource used by the Woodstock Public Library Board within the Board's jurisdiction to promote the safety of patrons, staff and community members. Where deployed for that purpose, these systems also help to protect Library property against theft or vandalism, and can assist in the identification of intruders and of persons breaking the law.
- 3.2 In the event of a reported or observed incident, the review of recorded information may be used to assist in the investigation of the incident. The Library will maintain control of and responsibility for the security camera system at all times.
- 3.3 Library Staff and service providers are expected to review and comply with this Policy, *MFIPPA*, and other relevant statutes in performing any duties and functions that are related to the operation of the security camera system.

## **4.0 Privacy**

- 4.1 The Library will endeavor to ensure that the proposed design and operation of the video security surveillance system reasonably minimizes privacy intrusion.
- 4.2 Video security camera footage will not be used to monitor customers' use of Library spaces or employee performance. Circumstances which warrant review will be limited to security incidents that have been reported, reported behaviour that contravenes the Library's Patron Code of Conduct, in the investigation of a potential crime, or identifying individuals associated or potentially involved with a crime.
- 4.3 Video equipment shall never monitor the inside of areas where the public and employees have a higher expectation of privacy (e.g. staff room and washrooms).

## **5.0 Authorized Access to Security Camera System**

- 5.1 Only the CEO and other authorized staff may access and review recorded information from the system.

## **6.0 Logs**

- 6.1 Logs will be kept of all instances of access to, and use of, recorded material to enable a proper audit trail. The log will record the name of the staff person, accessing the system, date, time, circumstances and activity.

## **7.0 Notice of Use of Security Camera System**

- 7.1 In order to provide notice to individuals that video is in use, the Library shall post signs, visible to members of the public, at entrances and/or prominently displayed on the perimeter of the grounds under security camera coverage. Signage will include the following information:
  - a) the legal authority for the collection of personal information;
  - b) the principal purpose(s) for which the personal information is intended to be used; and
  - c) the title, business address, and telephone number of someone who can answer questions about the collection.

## **8.0 Access Requests Process**

- 8.1 Requests to access information on the security camera system will be done in accordance with the Library's Privacy Policy, and are subject to the requirements of MFIPPA.
- 8.2 All requests for video recordings from the public and law enforcement agencies shall be directed to the Library CEO.

## **9.0 Unauthorized Access and/or Disclosure (Privacy Breach)**

- 9.1 Any Library staff member who becomes aware of unauthorized disclosure of a video record in contravention of this policy, and/or a potential privacy breach has a responsibility to ensure that the CEO is immediately informed of the breach.
- 9.2 Any breaches of unauthorized access or disclosure of privacy will be reported to the IPC for advice and assistance.

## **RELATED DOCUMENTS AND POLICIES**

Woodstock Public Library – Access to Information and Protection of Privacy Policy Public Libraries Act, 2011, S.O. 2001, c. P. 44  
Municipal Act, 2011, S.O. 2001, c. 25  
Municipal Freedom of Information and Protection of Privacy Act, RSO, 1990, c. M.56

## **DOCUMENT REVISION RECORD**

Developed By:	D. Harvie	Date:	November 17, 2020
		Adoption Date:	
Resolution #:	20-##	Effective:	
Review Cycle:		Last Reviewed Date:	



## WOODSTOCK PUBLIC LIBRARY

Subject:	Policy Review – Prevention of Workplace Violence and Harassment
Action:	For the Review and Approval of the Board
Prepared By:	David I. Harvie, Chief Executive Officer
Meeting Of:	January 12, 2021

### Recommendation

That the Library Board approve the revised *Prevention of Workplace Violence and Harassment Policy* as presented.

### Introduction

The Woodstock Public Library Board is committed to provide and promote a safe working environment for its employees. As such, the Board is dedicated to this through an annual review of its health and safety policies in consultation with the Library's Joint Health and Safety Committee.

### Discussion

The *Prevention of Workplace Violence and Harassment Policy* was reviewed by a HR Consultant from Ward & Uptigrove Human Resources Solutions. Thirty-one changes were suggested that included additions, corrections, deletions, and re-wording of the policy to ensure that it is in compliance with current legal requirements and best practices.

Examples of recommended revisions to the policy include:

- **Reducing redundancy**

*Section 1.0 – General Policy Statement, para 7.*

*The Library will educate and inform all supervisors and workers of their rights and obligations and will provide procedures whereby any concerned employee may make an enquiry or lodge a complaint without reprisal.*



Changed to:

*The Library educates and informs all supervisors and workers of their rights and obligations, and has developed procedures for reporting and enquiring.*

- **Strengthening confidentiality during and after the investigation.**

*2.2.2 While the investigation is on-going, the worker who has allegedly experienced harassment and/or violence (complainant), the alleged respondent, and any witnesses shall not discuss the incident/complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights.*

Changed to:

*2.2.2 All parties involved in the investigation, or who reported or witnessed the alleged behaviour, shall maintain strict confidentiality of all information except for reopening, participating in an investigation, and providing information to law enforcement or other governing body as required, both throughout the investigation and afterwards.*

- **Correction** – Workers cannot submit an anonymous complaint. All employees have a legal duty to report and participate in the investigation and resolution.

*4.1.1 Upon receipt of a formal complaint, an investigation will commence. Please note that the Library will not investigate anonymous complaints unless there are extenuating circumstances.*

Changed To:

*4.1.1 Upon receipt of a formal report an investigation will commence.*

- **Compliance**

The Library Board is legally required to list an independent party that workers can report to if Management or the Board is the alleged harasser.

Section Added:

*3.3.2 If Management or the Board are the alleged perpetrators, submit your report to the designated independent third party.*

Ward & Uptigrove Human Resources Solutions @ [HRresults@w-u.on.ca](mailto:HRresults@w-u.on.ca)

While this is a free service, there is no obligation to have Ward & Uptigrove conduct the investigation, it does fulfil the Library's legal requirement of identifying an independent third party.

- **Ensuring a well conducted investigation**

Section Added

*4.1.3 The services of an impartial external investigator who possesses appropriate knowledge, experience, and/or qualifications may be used to conduct the investigation if deemed necessary/appropriate by the Library, or the Ministry of Labour.*

### **Joint Health and Safety Committee Review**

The Library's Joint Health and Safety Committee reviewed and approved the revised policy draft at its December 18<sup>th</sup> meeting.

Respectfully submitted,

David I. Harvie  
Chief Executive Officer



# Woodstock Public Library Policy

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**Policy Name:** Prevention of Workplace Violence and Harassment

**Category:** Personnel

**Version:** 10 January 2021

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## **POLICY STATEMENT AND RATIONALE**

This Policy recognizes that workplace harassment and violence may occur between the following:

- Library co-workers
- Library workers and visitors
- Library workers and clients/contractors
- Library workers and members of the public
- Library workers and family members

This policy applies to all work-related duties and activities which may occur at or away from the workplace.

Every employee of the Woodstock Public Library has the responsibility to ensure a healthy, safe, and respectful work environment.

## **SCOPE**

This policy shall apply to all library staff, including but not limited to, workers, contractors, volunteers and Board members of the Woodstock Public Library Board.

## **DEFINITIONS**

In reading and interpreting this policy, the following definitions shall apply:

*“Complainant”* means a person or persons filing a complaint against another person or persons.

*“Domestic Violence”* means a pattern of abusive behaviours by one or both partners in an intimate relationship such as marriage, dating, family, cohabitation, or friends.

Domestic violence may include but is not limited to:

- a) Physical aggression (*i.e. hitting, kicking, biting, shoving, restraining, throwing objects*), or threats thereof,
- b) Sexual abuse, emotional abuse, controlling or domineering behaviour, intimidation,
- c) Stalking (*i.e. unwelcome visits to the workplace, threatening phone calls and/or emails*), neglect, and economic deprivation.

*“Employer”* means a person who employs one or more workers or contractors for the services of one or more workers, and includes a contractor or subcontractor who performs work or supplies services, and a contractor or subcontractor who undertakes with an owner, constructor, contractor, or subcontractor to perform work or supply services.

*“HSR”* means Health and Safety Representative.

*“JHSC”* means Joint Health and Safety Committee

*“Library”* means the Woodstock Public Library.

*“Library Board”* means the Woodstock Public Library Board.

*“MLTSD”* means Ministry of Labour, Training, and Skills Development

*“OHRC”* means Ontario Human Rights Commission

*“Respondent”* means a person or persons who have a complaint filed against them.

*“Supervisor”* means Department Heads, Directors, Managers, Superintendents, and Supervisors.

*“Worker”* means a person who performs work or supplies services for monetary compensation; a secondary school student who performs work or supplies services for no monetary compensation under a work experience program authorized by the school board that operates that school in which the student is enrolled; a person who performs work or supplies services for no monetary compensation under a program approved by a college of applied arts and technology, university, private career college or other post-secondary institution; or such other persons as may be prescribed who perform work or supply services to an employer for no monetary compensation.

*“Workplace”* means any land, premises, location or thing at, upon, in or near which a worker works. For the purpose of this policy, this includes all library facilities, sponsored events and meetings, travel while on Library business, and any other location where Library business is being conducted.

*“Workplace Harassment”* means:

- a) Engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome; or
- b) Workplace sexual harassment includes:
  - i. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or
  - ii. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome; or
- c) Workplace harassment can involve unwelcome words or actions, or a pattern of behaviours that are known or should be known to be offensive, embarrassing, humiliating, or demeaning to a worker or group of workers. It can also include behaviour that intimidates, isolates, or even discriminates against the targeted individual(s).

Examples of Workplace Harassment may include but isn't limited to:

  - i. Making remarks, jokes, or innuendos that ridicule or intimidate.
  - ii. Displaying or circulating offensive pictures or material in print or electronic form.
  - iii. Bullying.
  - iv. Repeated offensive or intimidating phone calls or electronic messages.
  - v. Inappropriate sexual touching, advances, suggestions or requests.
  - vi. Any offensive or harassing conduct based on race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy and gender identity), sexual orientation, disability, age (18 and over, 16 and over in occupancy of accommodation), marital status (including same sex partners), family status, receipt of public assistance (in accommodation only), and record of offences (in employment only).
- d) Not considered to be Workplace Harassment:

Reasonable action or conduct by an employer, manager, or supervisor relating to the management and direction of workers or the workplace would not normally be considered workplace harassment. This is the

case even if there are sometimes unpleasant consequences for a worker.

Examples can include but aren't limited to:

- i. Changes in work assignments, scheduling, job assessment and evaluation, workplace inspection,
- ii. Implementation of dress code, and disciplinary action.
- iii. Differences of opinion or minor disagreements between co-workers would also not generally be considered workplace harassment.
- iv. In addition, any behaviour that would meet the definition of *Workplace Violence* would not be considered to be *Workplace Harassment*.

“*Workplace Violence*” means:

- a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- c) A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Examples of Workplace Violence may include but aren't limited to:

- i. Verbally threatening to attack a worker.
- ii. Leaving threatening notes at or sending threatening electronic messages to a workplace.
- iii. Shaking a fist in a worker's face.
- iv. Wielding a weapon at work.
- v. Hitting or trying to hit a worker.
- vi. Throwing an object at a worker.
- vii. Sexual violence against a worker.
- viii. Kicking an object a worker is standing on; *i.e.* ladder, step-stool.
- ix. Trying to run down/over a worker using a vehicle or equipment; *i.e.* book cart.

Workplace Violence is NOT an accidental violent situation such as a worker tripping over an object and falling into/pushing a co-worker as a result.

## **POLICY, PROCEDURE AND IMPLEMENTATION**

### **1.0 GENERAL POLICY STATEMENT**

The Woodstock Public Library Board is committed to the principle of equal rights and opportunities for all employees and to providing and promoting a safe work environment. The Library will take all reasonable steps and abide by all applicable legal requirements to ensure that the workplace is free of violence,

harassment, sexual harassment, fear of violence or harassment, threatening acts, and bullying conduct.

The Library Board recognizes a positive work environment is built upon mutual respect, inclusion, and a culture committed to health and safety. The Library will include risks of harassment and/or violence in job hazard assessments.

The Library Board is dedicated to this through an annual review of our program in consultation with the Joint Health & Safety Committee and Health & Safety Representatives.

The Library Board has a zero tolerance policy toward harassment of any kind, violence, threatening behavior, and bullying in the workplace. Workers in violation of this policy are accountable for their behaviour and may be subject to disciplinary action up to and including termination. External parties in violation of this policy may have their contract terminated and be refused access to the workplace.

The Library maintains a zero tolerance policy for any verbal, non-verbal or physical behaviour that is threatening or harassing to self, others, property, or physical behaviour that causes or threatens harm to self, others, or property that is initiated by any employee, Library worker family member, client, customer, visitor, contractor, or member of the public.

The Library does not tolerate reprisals or retaliation toward **any person** for complying with this policy. This includes those who report concerns and/or violent incidents, witness violent or inappropriate conduct, and/or cooperate with an investigation. Anyone who initiates reprisals or retaliation will be subject to disciplinary action, up to and including dismissal.

The Library educates and informs all supervisors and workers of their rights and obligations and has developed procedures for reporting and enquiring.

## **2.0 APPLICATION**

### **2.1 Responsibility**

2.1.1 The CEO is responsible for implementing the appropriate procedures in order to ensure that Library staff understand and adhere to the intent of the policy.

### **2.2 Confidentiality**

2.2.1 Information about complaints and incidents shall be kept confidential to the extent possible by all parties. Information obtained about an incident or complaint of workplace harassment and/or workplace violence, including

identifying information about any individuals involved, will not be disclosed unless disclosure is necessary:

- a) to protect workers,
- b) to investigate the complaint/incident,
- c) to take corrective action or otherwise as required by the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and/or other applicable legislation.

2.2.2 All parties involved in the investigation, or who reported or witnessed the alleged behaviour, shall maintain strict confidentiality of all information except for reporting of an investigation, participating in an investigation, and providing information to law enforcement or other governing body as required; both throughout the investigation and afterward.

2.2.3 The person(s) conducting the investigation may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation. All records of the investigation will be kept confidential, subject to MFIPPA and the OHRC.

## **2.3 Employer Responsibilities**

2.3.1 The responsibilities of the employer include:

- a) Ensure that the working environment is maintained free of violence and harassment for every person.
- b) Conduct risk assessments as needed to identify actual and/or potential workplace violence and harassment issues.
- c) Inform workers and/or the Joint Health & Safety Committee (JHSC) and Health & Safety Representatives (HSR) of the results of the hazard assessment.
- d) Review all applicable legal requirements and take all reasonable precautions to minimize or eliminate violence and harassment-related issues.
- e) Establish procedures for preventing, reporting, investigating, documenting, and mitigating incidents of violence and harassment.
- f) Ensure workers are provided with information and instruction that is appropriate for the worker on the contents of the policy and procedure with respect to the prevention of workplace violence and harassment.
- g) Provide information, including personal information, related to a risk of workplace violence from a person with a history of violent behaviour if a worker can be expected to encounter that person in the course of his or her work and the risk of workplace violence is likely to expose that worker to physical injury.
- h) Review the violence and harassment prevention program at minimum annually in consultation with the JHSC and HSRs.



## **2.4 Supervisor Responsibilities**

2.4.1 The responsibilities of supervisors include:

- a) Act respectfully toward others at work and while conducting work-related activities.
- b) Promote and encourage reporting incidents of violence and harassment.
- c) Maintain records of violence and harassment-related complaints, issues, concerns, and investigations.
- d) Assist in investigating claims of violence, harassment, and domestic violence.

## **2.5 Worker Responsibilities**

2.5.1 The responsibilities of workers include:

- a) Report all instances of workplace violence, harassment, or discrimination of which they are aware; immediately or within 24 hours of the incident, to ensure timely response and corrective action
- b) Act respectfully at work and while conducting work-related activities.
- c) Attend training and education sessions when required.
- d) Immediately report to Supervisor incidents and/or knowledge of workplace violence or harassment.
- e) Cooperate with investigations.
- f) Follow the measures and procedures set out in the Library's violence and harassment prevention program.

## **3.0 REPORTING PROCEDURE**

### **3.1 Self Help**

- a) If you feel that you are being harassed or threatened, and you feel comfortable and confident and it is appropriate, the first step is to tell the person to their conduct is unwelcome. Do so as soon as you receive any unwelcome comments or conduct.
- b) Report the incident to the supervisor regardless of the outcome.
- c) If you believe that someone who is not an employee has harassed, discriminated, or threatened to commit a violent act against you (*this may include Domestic Violence*), immediately report the harassment to your Supervisor. Although the Library has limited control over third parties, it will do its best to address the issue and prevent further problems from arising.

### **3.2 Management Intervention**

- a) Report directly to your supervisor if:
  - Step 3.1 is not appropriate in the situation;

- You are not comfortable with step 3.1; or
  - You witness an incident and are not directly involved.
- b) The supervisor will address the matter as appropriate to the situation (which may include a documented discussion, investigation, conflict resolution, or other corrective action)
  - c) If the Supervisor deems that the situation requires more formal resolution and the decision and expertise of a higher authority or specialist, the Supervisor shall report the incident to Management.
  - d) It is important to report your complaint as soon as possible so that the issue can be investigated to prevent escalation or reoccurrence.

### **3.3 Formal Report**

- a) You are directed to file a formal written report:
  - i. If you are not comfortable reporting the incident to your Supervisor
  - ii. If informal means of resolution are inappropriate or ineffective
  - iii. If requested by management
  - iv. If the Supervisor is the alleged perpetrator
- b) Individuals initiating a formal complaint shall use the violence and harassment report, or provide the information in a written letter that includes:
  - The name(s) of the offending person(s) and any witnesses
  - The location, date and time of the incident.
  - Details of the incident, behaviour, circumstances
- c) Submit the report to the Supervisor, or if the supervisor is the alleged perpetrator, to the next highest level of authority in the workplace

If Management or the Board are the alleged perpetrators, submit your report to the designated independent third party:

- Ward & Uptigrove Human Resources Solutions at HRresults@w-u.on.ca

## **4.0 INVESTIGATION PROTOCOL**

- 4.1.1 Upon receipt of a formal report an investigation will commence.
- 4.1.2 The services of an impartial external investigator who possesses appropriate knowledge, experience, and/or qualifications may be used to conduct the investigation if deemed necessary / appropriate by the Library, or the Ministry of Labour.
- 4.1.3 The investigation may include but is not limited to:
  - Interviewing the complainant and respondent to ascertain all of the facts and circumstances relevant to the complaint

- Obtain date(s), time(s) and locations of alleged complaint
- Interview witnesses, if any
- Review any related documentation
- Compile detailed notes of the investigation and maintain them in a confidential manner.
- Note: Union representation may be invited to attend during the investigative interview at either side's request

- 4.1.4 Management shall make all reasonable efforts to complete the investigation as soon as reasonably possible, and attempt to complete the investigation within 45 days, as dependent on the specific circumstances.
- 4.1.5 Upon completion of the investigation, a detailed report of the findings will be prepared and forwarded to the appropriate Management personnel and including the Library CEO and the Board as suitable in the circumstances.
- 4.1.6 The Library will communicate the findings of the investigation with the complainant and the respondent once the investigation is completed.
- 4.1.7 Full-time and Part-time employees affected by an incident will be encouraged to use the free counselling services provided by the Library's *Employee and Family Assistance Program (EFAP)*.

## **5.0 INVESTIGATION RESULTS AND CORRECTIVE ACTIONS**

### **5.1 Substantiated Evidence Following Investigation**

- 5.1.2 The Library will take appropriate corrective measures, regardless of the respondent's seniority or position.
- 5.1.3 The responsible Supervisor, Manager, the CEO, or the Board, shall determine the most appropriate actions for resolution; as per the investigation findings.
- 5.1.4 Corrective measures may include but aren't limited to:
- a) Discipline, such as a verbal warning, written warning, suspension, up to and including termination; as appropriate
  - b) Referral for mandatory counseling (i.e. anger management or sensitivity training)
  - c) Updating securing measures and protocols
  - d) Training and education for staff
  - e) Removal of a customer or contractor from the premises

Note: Disciplinary action for violations of this policy and program will consider the nature and impact of the violations and be in accordance with the Library's Progressive Discipline policy.

5.1.5 The results of the investigation including corrective action that has been taken (if any) will be furnished in writing to the complainant and the respondent; as appropriate and respecting MFIPPA and other confidentiality obligations

## **5.2 Unsubstantiated Evidence Following Investigation**

5.2.1 In the event the claim(s) is unsubstantiated, management may implement corrective actions, appropriate to the situation, to maintain a respectful and productive workplace

5.2.2 Unsubstantiated allegations will not result in negative consequences to the complainant, witnesses or alleged harasser.

## **5.3 False Allegations**

5.3.1 Deliberate false and malicious accusations are serious and will result in disciplinary action up to and including termination. An unsubstantiated claim does not mean that there was a deliberate false allegation.

## **6.0 NOTIFICATIONS**

6.1 Notify the Police if there is immediate danger to any person from violent behaviour.

## **REFERENCED AND RELATED DOCUMENTS**

*Occupational Health and Safety Act (OHSA)*

Ministry of Labour Guideline – *Workplace Violence and Harassment: Understanding the law*

*Ontario Human Rights Code*

*Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*

MLTSD Code of Practice to Address Workplace Harassment under Ontario's Occupational Health and Safety Act

## **DOCUMENT REVISION RECORD**

Developed By:	D. Harvie	Date:	08 January 2020
		Adoption Date:	12 May 2020
Resolution #:	21-##	Effective:	12 May 2020
Review Cycle:	Annually	Last Reviewed Date:	12 January 2021



**Minutes**  
**Joint Occupational Health and Safety Committee Meeting**  
**Friday, September 25, 2020**  
**10:00 a.m.**

Employer Representative: Darlene Pretty, Manager of Public Services

Employee Representative: Joe Wachowiak, Building Maintenance Supervisor

Recorder: Lori Peixoto, Administrative Assistant

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**1. Minutes of the Meeting of May 6, 2020**

The Minutes of the Joint Health & Safety Committee meeting of May 6, 2020, were approved.

**2. Workplace Inspections**

**a) Inspection of March 31, 2020**

No hazards reported.

**b) Inspection of April 29, 2020**

No hazards reported.

**c) Inspection of May 28, 2020**

No hazards reported.

**d) Inspection of June 30, 2020**

No hazards reported.

**e) Inspection of July 28, 2020**

No hazards reported.

**f) Inspection of August 31, 2020**

No hazards reported.

**3. Branch Concerns**

**a) Email to Library Employees, dated June 5, 2020**

Re: Social Distancing

The Manager of Public Services noted that this email was sent to remind all staff to regard physical distancing protocols.

- b) Email to Library Employees, dated July 13, 2020  
Re: Province Moving to Stage 3 – July 17
- c) Email to Library Employees, dated July 20, 2020  
Re: Library Re-Opening – July 27
- d) Email to Library Employees, dated July 28, 2020  
Re: Face Coverings and the Library
- e) Email to Library Employees, dated July 30, 2020  
Re: Mandatory Use of Face Coverings
- f) Email to Library Employees, dated August 19, 2020  
Re: Cloth Face Coverings
- g) Email to Library Employees, dated September 16, 2020  
Re: Pandemic Recovery Plan
- h) Email to Library Employees, dated September 16, 2020  
Re: Pandemic Recovery Update – 16 September 2020
- i) Email to Library Employees, dated September 18, 2020  
Re: Incidents of Sharps Found at Local Playgrounds and Parks

#### **4. Injuries/Lost Time Report**

There was one injury in the workplace during this period. There was no lost time, and the incident is now resolved.

#### **5. Cleaning on Saturdays**

The Manager of Public Services noted that staff had asked what type of sanitization was being done on Saturdays.

The Building Maintenance Supervisor reported that the Cleaner sanitizes the building after closure on Friday evenings, and then again twice on Saturdays; between 2:00 pm and 5:00 pm.

#### **6. Cloth Face Masks with Library Logo for Staff**

The CEO asked the Joint Health & Safety Committee to provide feedback on a sample face mask that could potentially be purchased for all staff to wear. The idea would be to provide each staff member with two face masks with Library branding.

**7. Anti-fatigue Mats at Circulation**

The Building Maintenance Supervisor noted that the anti-fatigue mat from the Check-out desk had been moved to the north end of the Check-in desk to accommodate the second body on that side. Two more mats will be ordered for Check-out to replace those that are currently being used at Check-in.

**8. Next meeting: Friday, December 18, 2020 @ 10:00 am**

With nothing further on the Agenda, and confirmation that the next meeting will be held December 18, 2020, the meeting adjourned at 10:23 am.

**WOODSTOCK PUBLIC LIBRARY  
STATEMENT OF REVENUE AND EXPENDITURES  
NOVEMBER 2020**

<b>REVENUES</b>	<b>2020 BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>OCTOBER</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE RAISED</b>	<b>% RAISED</b>
1000-63076-0000 Service Ontario Funding	\$ -	-	-	-	-	#DIV/0!
1000-63082-0000 Province of Ontario	\$ 54,860.00	54,860.00	-	54,860.00	-	100.00%
1000-63090-0000 Community Employment Centre	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-69701-0000 Donations	\$ 16,000.00	282.00	129.80	411.80	15,588.20	2.57%
1000-69702-0000 Photocopying	\$ 3,500.00	751.90	77.50	829.40	2,670.60	23.70%
1000-69703-0000 Fines, Fees	\$ 20,000.00	4,991.13	579.70	5,570.83	14,429.17	27.85%
1000-69704-0000 Record/Book Sales	\$ -	1,012.03	-	1,012.03	(1,012.03)	
1000-69705-0000 Gift Shop Sales	\$ 500.00	94.00	6.50	100.50	399.50	20.10%
1000-69706-0000 Interest Earned	\$ 1,000.00	441.94	38.30	480.24	519.76	
1000-69707-0000 Non-resident fee	\$ 7,000.00	3,293.00	743.45	4,036.45	2,963.55	57.66%
1000-69708-0000 Miscellaneous	\$ 1,000.00	0.07	0.02	0.09	999.91	0.01%
1000-69709-0000 Programmes	\$ 1,000.00	120.00	-	120.00	880.00	12.00%
1000-69710-0000 Room Rental	\$ 500.00	627.00	-	627.00	(127.00)	125.40%
1000-69715-0000 Ontario-Pay Equity	\$ 5,310.00	5,308.00	-	5,308.00	2.00	99.96%
1000-69717-0000 Lost/Damaged Items	\$ 4,000.00	1,248.32	34.98	1,283.30	2,716.70	32.08%
1000-69718-0000 Prior Year Surplus	\$ -	-	-	-	-	
1000-69720-0000 Transfer from Dev Charges	\$ 63,280.00	-	-	-	63,280.00	0.00%
1000-69721-0000 Grants - Miscellaneous	\$ -	2,828.00	-	2,828.00	(2,828.00)	
1000-69723-0000 Tfr from Consultants Services Reserve	\$ -	55,000.00	-	55,000.00	(55,000.00)	
1000-69724-0000 Tfr from Automation Reserve	\$ 28,800.00	-	-	-	28,800.00	0.00%
1000-69725-0000 Revenue Wireless HotSpot	\$ -	-	-	-	-	#DIV/0!
Levy	\$ 2,531,340.00	-	-	-	2,531,340.00	0.00%
<b>TOTAL REVENUES</b>	<b>\$2,739,090.00</b>	<b>\$ 130,857.39</b>	<b>\$ 1,610.25</b>	<b>\$ 132,467.64</b>	<b>\$ 2,606,622.36</b>	<b>4.84%</b>

<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>PREVIOUS PERIOD YTD</b>	<b>\$0.00</b>	<b>YEAR TO DATE</b>	<b>BALANCE TO BE SPENT</b>	<b>% SPENT</b>
1000-83610-0101 Salaries & Wages, Regular	\$ 988,810.00	\$ 733,138.97	\$ 67,022.92	\$ 800,161.89	\$ 188,648.11	80.92%
1000-83610-0102 Salaries & Wages, Overtime	\$ 1,900.00	225.98	-	225.98	1,674.02	11.89%
1000-83610-0103 Salaries & Wages, Part Time	\$ 610,000.00	450,054.53	46,986.28	497,040.81	112,959.19	81.48%
1000-83610-0104 Salaries & Wages, Shift Premium	\$ 10,200.00	5,327.43	632.45	5,959.88	4,240.12	58.43%
1000-83610-0105 Vacation Pay	\$ 70,000.00	54,807.58	3,134.79	57,942.37	12,057.63	82.77%
1000-83610-0108 Lieu Pay	\$ 2,400.00	-	-	-	2,400.00	0.00%
1000-83610-0121 Other Wages	\$ -	-	-	-	-	#DIV/0!
1000-83610-0150 O.M.E.R.S.	\$ 142,370.00	97,008.27	8,834.38	105,842.65	36,527.35	74.34%
1000-83610-0151 C.P.P.	\$ 64,840.00	56,440.63	2,202.80	58,643.43	6,196.57	90.44%
1000-83610-0152 E.I.	\$ 26,760.00	23,621.64	1,118.99	24,740.63	2,019.37	92.45%
1000-83610-0154 Employers Health Tax	\$ 33,020.00	25,705.94	2,336.23	28,042.17	4,977.83	84.92%
1000-83610-0158 Insurance, EHC, LTD	\$ 112,500.00	95,366.95	9,767.80	105,134.75	7,365.25	93.45%
1000-83610-0171 Workers' Compensation Insurance	\$ 7,000.00	3,650.45	307.50	3,957.95	3,042.05	56.54%
1000-83610-0172 Travel & Mileage	\$ 2,500.00	1,032.79	-	1,032.79	1,467.21	41.31%
1000-83610-0198 Pay in Lieu of Benefits	\$ 15,430.00	19,173.74	1,943.49	21,117.23	(5,687.23)	136.86%
1000-83610-0301 Audit Fees	\$ 1,500.00	-	-	-	1,500.00	0.00%
1000-83610-0306 Union Negotiation	\$ 4,000.00	-	-	-	4,000.00	0.00%
1000-83610-0308 Repairs & Mtce. - Buildings	\$ 35,000.00	20,131.78	518.31	20,650.09	14,349.91	59.00%
1000-83610-0309 Caretaking Supplies	\$ 5,500.00	25,591.08	4,820.84	30,411.92	(24,911.92)	552.94%
1000-83610-0310 New Equipment	\$ 5,500.00	992.37	-	992.37	4,507.63	18.04%
1000-83610-0311 Equipment Repairs & Service	\$ 4,000.00	373.97	-	373.97	3,626.03	9.35%
1000-83610-0312 Printing & Office Supplies	\$ 10,000.00	5,307.25	737.68	6,044.93	3,955.07	60.45%
1000-83610-0313 Subscriptions & Memberships	\$ 3,000.00	8,778.80	-	8,778.80	(5,778.80)	292.63%
1000-83610-0314 Postage and Express	\$ 4,500.00	1,751.75	4.08	1,755.83	2,744.17	39.02%
1000-83610-0315 Advertising	\$ 21,450.00	8,754.01	4,117.55	12,871.56	8,578.44	60.01%
1000-83610-0318 Board Development	\$ 2,000.00	320.55	59.50	380.05	1,619.95	19.00%
1000-83610-0321 Cost of Photocopying	\$ 6,500.00	3,311.68	318.44	3,630.12	2,869.88	55.85%
1000-83610-0322 Unallocated Visa	\$ -	-	-	-	-	#DIV/0!
1000-83610-0331 Staff Development	\$ 15,000.00	5,912.48	1,066.58	6,979.06	8,020.94	46.53%
1000-83610-0350 Telephone	\$ 8,000.00	5,544.00	584.09	6,128.09	1,871.91	76.60%
1000-83610-0351 Electricity	\$ 38,000.00	16,263.70	2,250.13	18,513.83	19,486.17	48.72%
1000-83610-0352 Heat	\$ 12,500.00	8,971.60	996.39	9,967.99	2,532.01	79.74%
1000-83610-0353 Water	\$ 2,000.00	2,047.44	177.95	2,225.39	(225.39)	111.27%
1000-83610-0370 Software & Liscensing	\$ 92,950.00	62,879.71	1,079.12	63,958.83	28,991.17	68.81%
1000-83610-0383 Consultant Services	\$ -	3,725.32	2,365.92	6,091.24	(6,091.24)	#DIV/0!
1000-83610-0393 Purchased Services	\$ 3,000.00	1,007.68	-	1,007.68	1,992.32	33.59%
1000-83610-0399 Miscellaneous	\$ 1,000.00	1,236.21	180.10	1,416.31	(416.31)	141.63%
1000-83610-0429 Computer Maintenance & Supplies	\$ 78,900.00	39,801.38	2,852.32	42,653.70	36,246.30	54.06%
1000-83610-0613 Library Materials	\$ 206,700.00	156,686.40	24,643.42	181,329.82	25,370.18	87.73%
1000-83610-0620 Professional Aids	\$ 1,000.00	-	-	-	1,000.00	0.00%
1000-83610-0621 Periodicals	\$ 10,500.00	14,098.04	-	14,098.04	(3,598.04)	134.27%
1000-83610-0625 Covers and Repairs	\$ 14,820.00	2,623.52	71.79	2,695.31	12,124.69	18.19%
1000-83610-0626 Cataloguing/Processing	\$ 35,040.00	24,084.04	3,338.59	27,422.63	7,617.37	78.26%
1000-83610-0627 Programmes	\$ 12,000.00	2,699.20	54.03	2,753.23	9,246.77	22.94%
1000-83610-0634 Standing Orders	\$ 10,000.00	6,788.95	919.81	7,708.76	2,291.24	77.09%
1000-83610-0635 Inter-Library Loans	\$ 7,000.00	1,368.51	84.72	1,453.23	5,546.77	20.76%
1000-83610-0363 Carnegie Centary Programs	\$ -	-	-	-	-	#DIV/0!
1000-83610-0723 Prov. For Consulting Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0728 Prov. For Automation Reserve	\$ -	-	-	-	-	#DIV/0!
1000-83610-0783 Prov. For Salaries	\$ -	-	-	-	-	#DIV/0!
<b>TOTAL EXPENDITURES</b>	<b>\$ 2,739,090.00</b>	<b>\$ 1,996,606.32</b>	<b>\$ 195,528.99</b>	<b>\$ 2,192,135.31</b>	<b>\$ 546,954.69</b>	<b>80.03%</b>



**WOODSTOCK PUBLIC LIBRARY**  
**SUMMARY OF TRUST ACCOUNT - # 0180-53012-0000**  
**NOVEMBER 30, 2020**

Balance - November 1, 2020 (\$1,865,748.93)

Add: Revenue \$1,610.25

Less: Expenses (\$61,009.16)

    Payroll (\$134,519.83)

Balance - November 30, 2020 (\$2,059,667.67)

Levy to be applied \$2,531,340.00

Levy Adjusted Balance \$471,672.33

**SUMMARY OF JESSIE MCDUGALL**  
**TRUST FUND - # 0180-53014-0000**  
**Year to Date**  
**NOVEMBER 30, 2020**

Balance - November 1, 2020 \$12,510.67

Add: Bank Interest \$8.50

Balance - November 30, 2020 \$12,519.17



## WOODSTOCK PUBLIC LIBRARY

Subject:	Potential Library Board Meeting Dates in 2021
Action:	For Review and Action
Prepared By:	David I. Harvie
Meeting Of:	January 12, 2021

In accordance with recent changes in the Public Libraries Act (PLA), the Board “*shall hold at least seven regular meetings in each year.*” [PLA 16(1)]. Previously, the PLA required a minimum of 10 meetings per year.

The current practice of the Woodstock Public Library Board is to hold 10 regular meetings on the second Tuesday of the month at 4:00 p.m. Meetings are usually not held during the months of July and August.

It is anticipated that due to the COVID-19 pandemic, the Board will continue to hold all meetings via video conferencing for most of 2021.

### Ten Possible Library Board Meeting Dates for 2021

- Tuesday January 12<sup>th</sup>, 2021 - Note: scheduled at December 2020 Board Meeting
- Tuesday February 9<sup>th</sup>, 2021
- Tuesday March 9<sup>th</sup>, 2021
- Tuesday April 13<sup>th</sup>, 2021
- Tuesday May 11<sup>th</sup>, 2021
- Tuesday June 8<sup>th</sup>, 2021
- Tuesday September 14<sup>th</sup>, 2021
- Tuesday October 12<sup>th</sup>, 2021
- Tuesday November 9<sup>th</sup>, 2021
- Tuesday December 14<sup>th</sup>, 2021

### Considerations

1. How many meetings does the Board wish to hold in 2021? A minimum of 7 is required.
2. Does the Board wish to continue to schedule meetings on the second Tuesday of the month?
3. Does the Board wish to change the meeting start time?

D.I. Harvie  
Library CEO



**ON AIR NOW**  
Heart FM Mornings  
5:30am - 10:00am

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## Woodstock Library to Continue Offering Curbside Pickup

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Wednesday, December 23rd, 2020 6:55am



**You'll still be able to borrow books from the Woodstock Library during the province-wide lockdown.**

WOODSTOCK - The Woodstock Library will continue to offer curbside pickup during the lockdown.

Curbside service will start on Monday, December 28th. Library patrons can use the online catalogue to place items on hold. You will be able to schedule a pickup time, Monday to Friday between 10:30 a.m. and noon.



Drop-in hours are Monday to Thursday between noon and 7:00 pm, Friday from noon to 4:00 pm, and Saturday from 11:00 a.m. to 3:00 p.m.

Anyone picking up items from the library will be asked to wear a mask and follow social distancing protocols.

You can return items through the external book drop that is open 24/7. The library plans to reopen the building, once lockdown restrictions are lifted.

# Woodstock, Oxford libraries to close, offer curbside pickup

*Though libraries in Woodstock and Oxford County will be closed during the provincewide lockdown, some will be offering curbside pickup to keep people with reading options.*

Greg Colgan

Dec 24, 2020 • Last Updated 7 days ago • 1 minute read



The Woodstock Public Library. jpg, WD

Though libraries in Woodstock and Oxford County will be closed during the provincewide lockdown, some will be offering curbside pickup to keep people with reading options.

The Woodstock Public Library and Oxford County libraries in Ingersoll and Tillsonburg will continue to offer the curbside option.

The library in Woodstock will start curbside pick-up on Dec. 28. Patrons can use the library's catalogue to put items on hold and they'll be notified when they can pick-up their material. People can choose to schedule a time Monday to Friday from 10:30 a.m. to 12 p.m. or drop-by hours Monday to Thursday 12 to 7 p.m. and Friday 12 to 4 p.m.

All patrons will have to have their library card ready, wear a face covering and maintain physical distancing.

All books will be quarantined for a period of six days. Once the lockdown has ended, the library will reopen, the release said.

"The lockdown offers out patrons the opportunity to discover items in our digital collections," the release noted. "The library has recently purchased additional popular e-book titles on our cloudLibrary platform for the enjoyment of our patrons."

Ingersoll and Tillsonburg libraries will launch their curbside on Dec. 29 and 30 from 11 a.m. to 3 p.m. in Ingersoll and 11 a.m. to 4 p.m. in Tillsonburg.

All other Oxford County libraries will be closed until at least Jan. 4. They will reopen for curbside options, the county said in a release.

The release noted patrons who have ordered material will be notified when items are available for pick-up, but computer appointments aren't available during the lockdown.

For more information and updates, people can visit: [www.ocl.net](http://www.ocl.net) or [www.mywpl.ca](http://www.mywpl.ca).