

BPL Library Board

Agenda

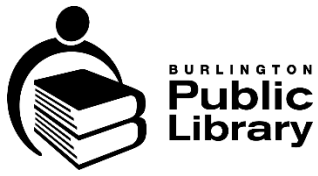
Thursday, June 26, 2025

Frank Rose Room, 6:30 p.m.

Burlington Public Library is located on the Treaty Lands and Territory of the Mississaugas of the Credit.

A light dinner will be served at 6:00 p.m.

1. Call to Order
2. Approval of the Agenda
3. Welcome and Intent for Gathering
4. Declarations of Interest
5. Board Development: New Appleby Relocation
6. Consent Items
 - 6.1 Open Minutes of May 22, 2025
 - 6.2 CEO Report
 - 6.3 2026-2027 Strategic Planning Community Feedback
7. Decision Items
 - 7.1 Policy Review:
 - 7.1.1 Programming Policy
8. Discussion Items - None



9. Information Items - None

10. Closed Session

10.1. Closed Minutes of May 22, 2025

10.2. HR Matter

10.3. HR Matter

11. Approval of Motions from Closed Session

12. Other Business

13. Next Meeting:

Thursday, September 11, 2025, 6:30 p.m., Frank Rose Room

Thursday, September 25, 2025, 6:30 p.m., Frank Rose Room



BPL Board Minutes | May 22, 2025

Attendance

Board: Jason Manayathu, Jennifer Tarnawski, Lindsay Zalot, Ashley Cameron (via Zoom)

Staff: Lita Barrie, Nicole Tewkesbury, Meg Uttangi Matsos, Elise Copps, Cindy Tchorz

Regrets: Councillor Lisa Kearns, Shayne Lemieux, Akindayomi Odedeyi

Minutes

A meeting of the Board was held on Thursday, May 22, 2025, in the Frank Rose Room at Central Branch.

1. Call to Order

Jason Manayathu, Library Board Chair, called the meeting to order at 6:30 p.m.

2. Approval of the Agenda

The agenda was approved as presented.

Motion 25-30, Approval of the Agenda

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the agenda be approved as presented.

CARRIED.

3. Declarations of Interest – None

4. Open Minutes of April 24, 2025

Motion 25-31, Open Minutes of April 24, 2025

MOVED by Jennifer Tarnawski, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the Open Minutes of April 24, 2025, as amended.

CARRIED.



5. Decision Items

5.1. Board By-Law

Motion 25-32, Board By-Law

MOVED by Lindsay Zalot, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the proposed updates to the Board Procedural By-Law.

CARRIED.

5.2. Strategic Plan

Library staff will bring the draft Strategic Plan back to the Library Board in June and will include the preliminary survey results from the customer satisfaction survey.

Motion 25-33, Strategic Plan

MOVED by Jennifer Tarnawski, SECONDED by Lindsay Zalot, that the Burlington Public Library Board approve the 2026-2027 Strategic Plan draft, as amended.

CARRIED.

5.3. Community Bulletin Board Policy

This policy is coming to the Library Board to share few edits and some updated language.

Motion 25-34, Community Bulletin Board Policy

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board approve an update to the Community Bulletin Board Policy, effective June 1, 2025.

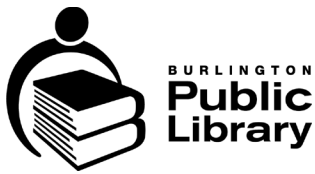
CARRIED.

5.4. Kids Learning Fund

Motion 25-35, Kids Learning Fund

MOVED by Jennifer Tarnawski, SECONDED by Ashley Cameron, that the Burlington Public Library Board approve the use of \$3,000 from the Kid's Learning Fund to enhance the 2025 Summer Reading Club program.

CARRIED.



6. Discussion Items - None

7. Information Items

The following items were received by the Board

7.1. CEO Report

7.2. Advocacy Report

Motion 25 - 36, Move into Closed Session

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board move into Closed Session.

CARRIED.

The Library Board moved into Closed Session at 7:31p.m.

Motion 25 - 37, Move out of Closed Session

MOVED by Lindsay Zalot, SECONDED by Jennifer Tarnawski, that the Burlington Public Library Board moved out of Closed Session.

CARRIED.

The Library Board moved out of Closed Session 8:49 p.m.

9. Approval of Motions from Closed Session

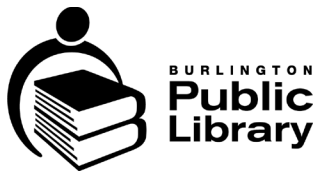
Motion 25 - 38, Closed Minutes of April 24, 2025

MOVED by Lindsay Zalot, SECONDED by Ashley Cameron, that the Burlington Public Library Board approved the Closed Minutes of April 24, 2025, as presented.

CARRIED.

10. Other Business - None

The meeting is adjourned at 8:50 p.m. Motion by Ashley Cameron.



Chair

Secretary-Treasurer

Next Meeting

Thursday, June 26, 2025, Frank Rose Room

6. Consent Items: 6.2 CEO Report – June Update

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Purpose

The CEO report for June 2025 summarizes key activities that support the priorities outlined in BPL's [2021-2025 Strategic plan](#). This report covers items that are not part of the Board package.

Enhance Community Well-being

NATIONAL INDIGENOUS HISTORY MONTH



National Indigenous History Month

Throughout the month of June, BPL is honouring the history, heritage and diversity of Indigenous peoples in Canada and celebrate the outstanding achievements of the First Nations, Inuit, and Métis peoples through [events, displays and booklists](#).

At BPL, we recognize that we play an important role in advancing the Truth and Reconciliation Commission of Canada's Calls to Action through educating our

community about Indigenous peoples in Canada by amplifying Indigenous voices and making books by Indigenous authors readily available.



Pride Month

This year BPL celebrated [Pride Month](#), kicking off with Royal Rainbow Storytime. The month of celebration will wrap up on June 30 with an [Author Event with Paige Maylott](#). Paige Maylott's award-winning book, [My Body is Distant](#), is an electrifying and vulnerable memoir that invites readers into an intimate conversation about our digital and physical selves, gender, and belonging. BPL staff will be joining colleagues from all Halton Region public libraries to participate in the Halton Pride Parade in Milton in July.

Senior's Month

June is [Seniors Month](#). During this time, BPL recognizes our amazing older adults and their contributions. BPL took the opportunity to highlight the wide range of collections, programs and services on offer during Seniors Month and all year round.

Inspire Discovery with Diverse Collections, Services and Spaces



Summer Reading Club

BPL's 2025 [Summer Reading Club](#) (SRC) registration launched on Saturday, June 1 and the program opens on June 30. This year's theme is *Around the World*! SRC is free and

open to all kids and teens – from birth to age 17. The program begins Monday, SRC is hybrid, families can choose what works for them on blend on online and in-branch check-ins.

The Summer Reading Club is Canada’s biggest, bilingual summer reading program for kids of all ages, all interests, and all abilities. Annually over 2,000 public libraries from across Canada participate in this program which is developed yearly by a team from Toronto Public Library and Library & Archives Canada and supported by TD Bank. The Summer Reading Club is designed to inspire kids to explore the fun of reading, and it is essential in helping kids avoid the summer slide. Kids who keep reading throughout summer vacation maintain or improve their reading skills—giving them a great start to the new school year.



Aldershot Branch Reopens

June 2, [Aldershot Branch](#) reopened after an extended temporary closure to repair water damage from earlier this year. Programming and room rentals have resumed. In addition to the repairs, the entire branch has been painted. Customers are happy to be back at their branch and staff have received positive feedback about the refreshed space.

Exam Cram

BPL’s [Exam Cram](#) is running from Saturday, June 14 to Monday, June 23. Over this time, library spaces are being offered for students to study. Programming rooms are also open to teens as study spaces, when they are not in use for other events.

Snacks and giveaways were being distributed to students to keep them energized and motivated. St. John's therapy dogs will also be visiting our branches to help students minimize stress.

Create a Workforce Culture Driven by our Organizational Values.



Customer Satisfaction Survey

BPL's 2025 Customer Satisfaction Survey was open June 2 to 15. Staff set a target of 4,500 responses and we received an incredible 4,696 responses. As outlined in the [2021-2025 Strategic Plan](#), BPL is committed to using data to improve services, spaces, and resources to meet our community's evolving needs. Satisfaction with the library remains high:

- 95% agree library staff provide good service
- 94% agree the library has a positive impact on their life
- 96% believe the library improves the well-being of the community as a whole

Staff will bring a report to the Board in the fall to share the full results.

Great Place to Work

BPL has been recognized as one of the [2025 Best Workplaces™ in Government & Social Services](#). This honour recognizes organizations that are building high-trust, mission-driven cultures in the public and nonprofit sectors. They seek to recognize organizations that prioritize integrity, inclusion, and employee well-being—empowering their people to make a meaningful impact in the communities we serve.

Report Author

Respectfully submitted: Lita Barrie, Chief Executive Officer

6. Consent Items: 6.3 Strategic Plan 2026-2027 Community Survey Input

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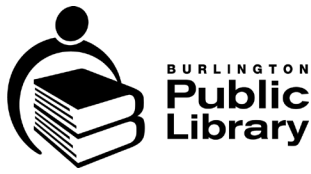
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Purpose

This report outlines the key themes from community input on Burlington Public Library's (BPL) draft strategic plan received through the 2025 Customer Satisfaction Survey. It is provided for the Board's information and awareness as Library staff prepare to bring a completed draft strategic plan to the Board for decision in the fall.

Background

Burlington Public Library's current strategic plan covers 2021-2025. The Library's 2026-2027 Strategic Plan is two-year refresh that builds on the current strategic plan, more clearly defines objectives and key performance indicators, and integrates overarching targets from BPL's current balanced scorecard for a comprehensive source of performance data.



The Board agreed that BPL's current mission, vision, and values continue to reflect the role and priorities of the organization. The three strategic priorities in the current plan also reflect the direction the Board would like to continue in, though minor changes were recommended to wording.

Incorporating Board input, BPL staff developed three goals under each of the priorities as well as objectives to deliver on those goals. The priorities and goals were shared for community input through the Library's annual Customer Satisfaction Survey. For each priority, BPL asked the open-ended question, "Do you have comments to share about Priority X? Are the goals clear and relevant to the community?" We also asked for overall feedback in an open-ended question.

The Customer Satisfaction Survey had 4,696 respondents. Of those, 27 per cent (1,077) proceeded to the Strategic Plan section of the survey and 562 submitted text responses in this section. Responses ranged from one-word answers on a single question to detailed responses on all four questions.

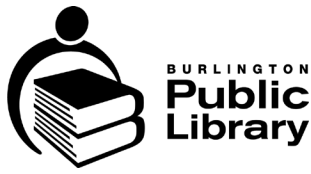
Discussion

Input from survey respondents was largely positive. The majority of lengthy comments provided suggestions for how the Library could achieve its goals or improve service. All responses were reviewed individually. Artificial intelligence was used to summarize the responses, and that summary has been validated against the response data. The summary below provides common themes in feedback for each of the goals presented. The prominence of each theme among the responses has been categorized as "present," "prevalent," or "very prevalent."

Overall Feedback Themes

Many of the responses simply affirmed the direction of the plan with words like, "yes," or "looks good." A few responses indicated the desire for more specificity and defined measurement of success. As the Board is aware, each of these overarching goals will include two to three specific objectives defined by key performance indicators.

In addition to more specificity and clarity, some respondents also suggested simplifying the wording of the priorities and goals to further reduce jargon and "corporate speak."



Priority 1: Enhance community well-being, helping people feel connected, accepted, and empowered to live, work, and play to their full potential

Goal 1.1: BPL helps people with diverse backgrounds, perspectives, and experiences connect with and learn from one another

Goal 1.2: BPL is a catalyst for community engagement and action—empowering individuals, businesses, and organizations to invest in community well-being

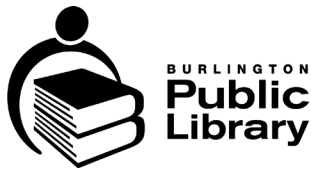
Goal 1.3: Customers can rely on BPL for access to resources, services, and programs that help them thrive

There is strong public support for this priority and its goals. Respondents view the library as a vital community hub and its role in fostering well-being as essential.

- **Goals 1.1 & 1.2** were met with very high levels of support. Themes connected to these goals included:
 - Importance of in-person connection and the Library as a community hub (very prevalent). Respondents expressed desire for BPL to be a central place for interaction and engagement.
 - Focus on diverse and underserved populations (prevalent). Many respondents suggested that programs and other Library initiatives should bring different community members together.
- **Goal 1.3** was broadly supported, however, respondents expressed desire for more detail.
 - Need for clarity and specificity (present) was most relevant to this goal. While respondents agree that BPL should provide resources that help people thrive, they requested more concrete examples, suggesting the goal could be strengthened with more specific, measurable outcomes.

Priority 2: Inspire discovery with responsive and representative collections, services, and spaces

Goal 2.1: Library branches continuously evolve to meet present and future community needs, within BPL's budget



Goal 2:2: BPL's tools, resources, and staff empower customers to participate in our increasingly digital society

Goal 2.3: BPL delivers maximum value for every dollar of its collection budget by leveraging data, staff expertise, and borrowing partnerships

Feedback on this priority indicates strong support, with an emphasis on balancing traditional and modern library services to meet the evolving needs of the community.

- **Goal 2.1** was clearly supported. A present but notable theme was:
 - Physical space and ambiance of library branches (present). Respondents expressed desired improvements including more quiet study areas, comfortable seating, and modern amenities, confirming that the continuous evolution of library branches impacts their experience.
- **Goals 2.2 & 2.3** were strongly endorsed. The following themes emerged in responses to these goals:
 - Balancing digital and physical collections (very prevalent) highlighted public support for the move toward digital resources, provided it does not replace the valued physical collection. This topic was somewhat polarizing with some respondents advocating for more digital focus and others emphasizing a strong preference for traditional Library collections.
 - Enhancing digital access and literacy (prevalent) was another key theme here. Customers expressed need for digital literacy support to enable use of digital collections and other BPL resources.
 - Expanding and diversifying collections (prevalent), is a customer priority. Respondents expressed appreciation for BPL's efforts to maximize value, emphasized importance of collections and continued borrowing partnerships.

Priority 3: Nurture a workforce culture driven by our organizational values

Goal 3.1: Staff are equipped with the tools and skills to reinforce BPL values in interactions with customers, collaborators, and colleagues

Goal 3.2: BPL provides dependable and consistent service to customers, no matter which branch they visit or which core service they use

Goal 3.3: BPL's capacity for human-centred service can withstand outside pressures and changes

This priority received overwhelmingly positive feedback, though additional clarity and specifics were requested. The comments reflect a deep appreciation for library staff and strong support for the goals aimed at investing in them.

- **Goals 3.1 & 3.2** were met with resounding support.
 - Role of staff in upholding library values (present) was supported, though some respondents requested clarity about the values and a few expressed that they did not want the Library to become a place of refuge or social service hub.
 - Importance of consistent service across branches (prevalent) directly affirms Goal 3.2, indicating a public desire for a dependable, high-quality experience at every location.
- **Goal 3.3** is strongly supported. The public's emphasis on the value of human interaction confirms their desire to protect this aspect of the library service.
 - High value placed on library staff (very prevalent) was the most dominant theme in this section. Respondents see staff as BPL's greatest asset and strongly support investing in their training and tools.

Financial Considerations

The draft strategic goals presented here reference BPL's budget and other constraints that affect the depth and breadth of service the Library can offer. As Library staff integrate community input into the final draft of the 2026-2027 Strategic Plan, they will develop targets for each key performance indicator, factoring in community priorities and staff capacity.

Strategic Implications

This strategic plan will guide the Library's priorities for 2026-2027 and must reflect its mission, vision, values, and role in the community. Most of the public input indicated that BPL is on the right track with its refreshed strategic plan. As indicated by respondents, clearly defined objectives and targets are necessary for the Library to successfully implement the plan.

The feedback received through this process will be carefully considered as Library staff revise the plan's strategic goals and objectives before presenting a complete draft plan to the Board. Feedback that is very prevalent among respondents will be prioritized.

Equity, Diversity & Inclusion Considerations

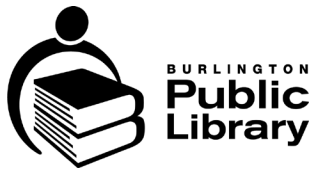
The Library aims to reflect Burlington's diverse and evolving community in the 2026-2027 Strategic Plan. The Customer Satisfaction Survey was distributed broadly and sent directly to several outreach partners in the community to circulate to their networks.

The survey includes demographic questions to help the Library understand which groups it is struggling to reach and/or needs to serve differently or better. Participation in the annual survey is generally not fully reflective of Burlington's diverse population. This was also the case in the Strategic Plan section of this year's survey. Roughly 60 per cent of respondents were 55 and older, roughly 70 per cent of respondents identified as women, 75 per cent of respondents stated that their household income is enough or more than enough to meet their needs. Only 14 per cent of respondents identified as a person with a disability, only 6 per cent identified as a member of the 2SLGBTQIA+ community. Roughly 84 per cent of respondents described themselves as white/Caucasian/European descent and 90 per cent were born in Canada or have lived in Canada for more than ten years.

These demographics demonstrate that men, youth, 2SLGBTQIA+ community members, newcomers, racialized people, Indigenous community members, and people with disabilities are underrepresented in the survey. Library staff will continue to work on increasing engagement with these groups so they are included and reflected in ongoing strategic planning.

Risk Management and Sustainability Considerations

This refreshed strategic plan is comprehensive and sets significant goals for the two years ahead. There is inherent risk that any plan could be delayed or disrupted by major staffing changes, unexpected budget constraints, or other external factors. The Library will mitigate this risk by using the strategic plan as its anchor for 2026-2027, limiting additional projects that do not drive the plan's key performance indicators, and monitoring data and projects to diligently track progress towards each objective.



Policy

The strategic plan aligns with all of BPL's policies.

Report Authors

Respectfully submitted by Elise Copps, Director Communications & Engagement

7.Decision Items: 7.1.1 Programming Policy

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Recommendation

That the Board approve the Programming Policy effective June 30, 2025.

Purpose

This report is for decision. The Programming Policy is before the Board for review and approval. It was previously updated in 2022.

Background

Burlington Public Library staff have been working to advance the Library's Collaboration & Outreach Strategy. Through this work, BPL has established more collaborations outside the scope of programming. As such, the revision to the Program & Partnership Policy before the Board includes a change to the policy name and content. The new Programming Policy (Appendix A) and the Program & Partnership Policy (Appendix B) are attached for review and reference.

Revisions to this policy were made with input from affected departments. Library staff also researched program policies from peer libraries.

Discussion

The name of the policy has been updated to reflect a focus specifically on programming: **Programming Policy**. Library staff are working on a new policy which will compliment BPL's Collaboration & Outreach Strategy. This will be presented to the Board in the fall and will provide overarching guidance on how BPL approaches legal partnerships and formal collaborations. The Programming Policy still references collaborations, but only as they relate to programs and events. The collaboration standards referenced in the Programming Policy align with the overarching policy, which is in development.

Additional changes to the Programming Policy include:

- Emphasis on connection and shared experience
- Less specificity on subject matter and process
- Updates on universal design, accessibility, inclusion, and intellectual freedom to align with policy and process updates that have occurred since 2022
- Defined precautions for participants and staff (Audience section)

Financial Considerations

Neither the program budget nor the approach to program fees are changed in this policy update.

Strategic Implications

This policy update follows the approach of other recent policy revisions and includes reference to alignment with BPL's Strategic Plan rather than detailing individual areas of focus. This provides flexibility for staff to adapt to community needs provided they align with BPL values and priorities. Under Principles of BPL Programming, the revised policy references BPL's strategic priorities of inspiring discovery and supporting community well-being. The community well-being definition was informed by community input in BPL's 2024 Customer Satisfaction Survey.

Equity, Diversity & Inclusion Considerations

Revisions to this policy improve alignment with BPL's Accessibility Principles and Intellectual Freedom Policy. The policy emphasizes opportunities for connection and belonging.

Risk Management

The Programming Policy includes specific direction on activities that may present additional risk to Library staff, participants, or presenters. It requires collaborators and presenters to provide proof of liability insurance if they are not covered by the City of Burlington's policy (through which BPL and its services are covered).

This policy update includes specific standards for caregiver presence during programs and protocol for programs when only one participant attends.

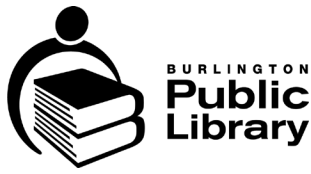
Related Policy

The following policies and documents are directly related to the Programming Policy:

- [Burlington Public Library Strategic Plan](#)
- [Customer Experience Standards](#)
- [Room Rental Policy](#)
- [Safety of Children in the Library Policy](#)

Report Author(s)

Respectfully submitted by Elise Copps, Director, Communications & Engagement.



Programming Policy

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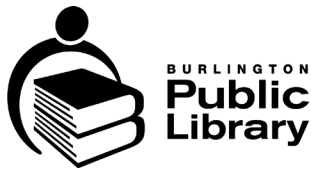
Purpose and Scope

The Programming Policy guides how Burlington Public Library (BPL) staff develop and deliver programming both independently and in collaboration with community organizations and external presenters. It also outlines BPL’s commitment to and expectations of community members participating in BPL programming.

This policy applies to all programs and events offered by BPL (independently and in collaboration with others) to the public, in Library branches, online, and offsite at events and in community spaces.

This policy does not apply to:

- BPL events developed only for special purposes such as donor recognition, fundraising, or Library staff education
- Programs or events offered by other organizations, business or individuals on BPL premises where space is rented under the terms and conditions of the Room Rental Policy
- Outreach initiatives whose primary focus is connecting new audiences to Library services



Principles of BPL Programming

The Library's programs are developed to support BPL's mission, vision, and strategic priorities. Programs should reinforce discovery and community well-being—inspiring curiosity and helping people feel accepted, connected, and empowered to live, work, and play to their full potential at all stages of life. Programming at BPL follows these principles:

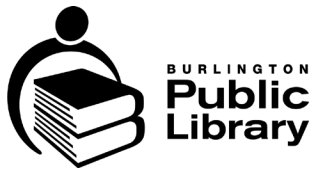
- Focus on shared experiences and connection
- Programs are simple to plan and deliver consistently across the system
- Amount and type of programming is scaled to the size and needs of each branch
- BPL works with external collaborators to expand and enhance offerings outside the expertise of Library staff
- Programming varies in theme, time/date, and format to reach and appeal to a variety of audiences
- Low barrier to participation, with emphasis on universal design
- Programs foster an ongoing connection between participants and BPL, promoting collections, resources, and other Library services

Areas of Focus

Library programs must be geared to a wide range of age groups and audiences and cover topics that develop a variety of literacy skills, build on community interests, and foster connection and belonging among participants. Skill-based programs focus on foundational and intermediate skills, providing equitable access to learning opportunities to enable full participation in society.

Core, staff-led programs focus on traditional and digital literacy within the scope of BPL staff expertise.

Programs are evaluated to assess quality, customer satisfaction, and alignment with community needs and interests.



Collaborations

Library staff contract third party presenters or work with external collaborators to offer programs and events that expand and enhance offerings outside the expertise of Library staff.

The Library establishes formal collaborations to plan and deliver programs with community organizations, businesses, and individuals. Collaborators are selected objectively based on defined criteria including alignment with BPL values and strategic priorities. Collaborative programs are planned jointly to meet the shared goals of both BPL and the collaborator and must be evaluated regularly. Written agreements are required for all collaborative programs.

All programs must be insured. Collaborators who are not covered under BPL's liability policy must provide proof of liability insurance.

External presenters delivering programs will not solicit business, customers, or volunteers, or market their commercial products or services to participants. Author events featuring a book sale and/or signing are permitted under the terms outlined in their collaboration agreement. Other exceptions made in service of strategic objectives must be approved by the appropriate director.

Accessibility and Inclusion

Universal Design

Programs offered by Burlington Public Library are developed with a universal design mindset and aim to include and accommodate people with a wide range of abilities and experiences. Library staff and collaborators will adhere to BPL's Accessibility Principles and Program Accessibility Standards when developing and delivering programs.

Intellectual Freedom

The Library offers programs featuring a wide range of topics and viewpoints, including themes that some community members may find controversial or uncomfortable. Hosting a program does not equate to endorsement of or agreement with the contents of the program and/or its presenters. The Library offers a wide range of options and respects everyone's right to choose what they do and don't participate in, thereby

upholding the democratic principle of intellectual freedom. Library members may formally object to a program by submitting a request for reconsideration as outlined in BPL's Intellectual Freedom Policy.

Comments or behaviour from audience members or presenters that contradict BPL's policies and Customer Experience Standards, the Ontario Human Rights Code, or the Criminal Code of Canada will not be tolerated during programs. Library staff have the right and responsibility to address such behaviour including:

- Asking individuals to change their behaviour
- Asking individuals to leave a program and/or the Library
- Ending a program early or cancelling a program

Audience

The Library may set age limits for participation or require participants to meet criteria that are necessary for participation in the program (e.g. prerequisite technology skills for an intermediate technology class). Library programs are not exclusive and must be open to all members of the community that meet the participation criteria.

Programs may serve members of vulnerable populations and BPL will take the following precautions:

- Programs are delivered in group settings where no single participant is alone in an enclosed space with a single staff member or volunteer.
- Caregivers are required to remain directly with children age five and under for the full duration of all programs.
- If they wish, caregivers are welcome to remain directly with participants of any age for the full duration of a program, regardless of a participant's age.
- Caregivers must remain in the Library facility while children age six to nine attend programs.

Program Fees

The Library aims to reduce barriers to participation. Library programs are offered at no cost to participants. Exceptions to this will be considered on a case-by-case basis if a modest participant fee is necessary to recoup costs associated with the program. Library staff may waive fees, at their discretion, to provide equitable access for all community members.

Cancellation

The Library strives to provide dependable programs and will avoid cancelling a program unless necessary. Reasonable efforts to deliver a program may include modifying the program, reassigning staff, or rescheduling the program. If a cancellation is necessary, staff will attempt to notify participants in advance.

- Date:
- Amended Dates:
- Associated Documents:
 - Burlington Public Library Strategic Plan
 - Customer Experience Standards
 - Criminal Code of Canada
 - Intellectual Freedom Policy
 - Ontario Human Rights Code
 - Room Rental Policy
 - Safety of Children in the Library Policy

Policy Statement

The purpose of the Program and Partnership Policy is to assist staff, community members and partners with the guidelines, principles and criteria on how Burlington Public Library (BPL) will engage with partners and develop programming.

Programs and Partnerships are developed for the purpose of:

1. Enhancing community well-being by improving access to information and opportunities for learning
2. Inspiring discovery through skills and knowledge creation
3. Better supporting community needs
4. Creating a memorable and welcoming experience

Scope

This policy applies to all library managed, co-planned, collaborative, and strategic partnership events and programs offered to the Burlington community.

This policy also applies to library programs offered through outreach opportunities at the location of partners, other community organizations or community events.

This policy does not apply to:

Programs offered by others on library premises where space or room is rented and governed by the terms and conditions of the [Community and Event Space Rental Policy](#).

Definitions

- **Co-Planned Programs** – Is a mutually beneficial relationship, where both the Library and the external group, individual or organization involved contribute to the marketing, planning, content, staff effort, space and other resources necessary for an event or program.
 - Such partnerships must clearly align with the Library's strategic direction and may be either short or long term in nature.
 - An agreement around the various resources provided by both parties is negotiated, mutually understood, and accepted before moving forward with planning.
 - All agreements will be in made in writing with BPL's Collaboration Agreement template.
- **Library Outreach** – In these agreements, the Library provides content and resources in order to participate in an external organization, group or individual's framework or event.

- **Collaborative or Strategic Partnership** – Programs, events or partnerships that take place in BPL spaces that are offered by Library partners. Generally, BPL provides space in kind and the partner offers a learning opportunity or resource in kind. The partner can brand the program, but they work with BPL to make sure it gets promoted and that relevant library resources are identified when appropriate. All agreements will be made in writing using BPL’s Collaboration Agreement Template or a Memorandum of Understanding (MOU)
- **Library Managed** – An event or program offered by BPL Staff.
- **Library Partner** – A community group, individual or organization who is listed as active in the BPL’s Partnership List. Generally, BPL partners with not-for-profit organizations, educational institutions and governmental entities. BPL may also partner with for-profit organizations in special circumstances.

Commitment to Intellectual Freedom

BPL upholds the principle of intellectual freedom embodied in the Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries. BPL supports the rights of individuals to read, speak, view and exchange differing points of view on any subject. From time to time, the Library may present controversial programs or partners in order to ensure public access and discourse to all sides of an issue. Community members take the responsibility to engage in conversation with dignity and respect even when there are opposing points of view. All participants are required to follow the laws of Canada, the [Canadian Charter of Rights and Freedoms](#) and the [Ontario Human Rights Code](#).

BPL’s Approach to Creating Programs and Developing Partnerships

The Library’s mission is to inspire imagination, collaboration, and compassion to support an informed and literate society. Programming, Partnerships and outreach opportunities are a key strategy in realizing our mission and align to BPL’s Strategic Plan.

BPL uses core literacies as a guide to program and partnership development. Core literacies at BPL are defined as:

- **Traditional Literacy:** Knowing how to read, write, speak, listen, do math and use reason and logic to make judgements.
- **Emotional Literacy:** Knowing how to share your emotions effectively and build positive relationships with others.
- **Digital Literacy:** Knowing how to use electronic technology and how to assess and apply knowledge gained from the digital world.
- **Information Literacy:** Knowing how to find, understand, evaluate and share information.
- **Intercultural Literacy:** Knowing how to communicate and collaborate across

cultures.

- **Physical Literacy:** Understanding why physical activity is important to your health and being active.
- **Environmental Literacy:** Understanding our natural world and knowing the conditions that affect it.
- **Visual Literacy:** Understanding how ideas and information are expressed and experienced through the arts: visually & musically.

A library program is an activity or event that promotes the use of library materials, facilities or services and offers the community an educational, entertaining, interactive and/or cultural experience. This can be library managed, co-planned in partnership, delivered through a collaborative or strategic partnership or be delivered by library staff during an outreach event at a location elsewhere in the community.

Partnerships will be developed with organizations and individuals in the community who have missions and values that align with BPL and who offer community members opportunities to enhance their well-being with services and resources not found through the library alone. Guidelines for partnership include:

1. Aligns with [BPL mission and values](#) and/or shares common goals or objectives.
2. Demonstrated commitment to collaboration and shared planning.
3. Demonstrated commitment to ongoing evaluation and continuous improvement.
4. Demonstrated commitment to collective impact and long-term strategies.
5. In some cases, we are looking for partners to provide an activity/service at multiple locations.

Key understandings about BPL programs and partnerships

- Core library managed programs will be offered in the area of traditional, digital and informational literacy using and promoting library resources and collections.
- BPL will create and promote partnerships with a variety of organizations as co-planned programs are prioritized to explore all literacies outside of the library's core service offering.
- Programs will be developed with consideration for the principles of accessibility, equity and inclusiveness.
- Dignity and respect are a tenet of all programs offered through or at BPL.
- Comments or conversation that promote hatred toward an individual or group of individuals or run contrary to the laws in Canada about Freedom of Expression are not tolerated. Staff have the responsibility to ask disruptive and disrespectful participants to change their behaviour and/or leave the program and the library.
- Programs can be delivered within a Library building or in other suitable locations within the community. This may include virtual, online space.
- Programs will be offered without charge to the community except in circumstances where charges are needed to recoup the library's costs of presenting the program.

- Admission may be charged for fundraisers held by the Library and must be approved by the Senior Management Team. Library staff may waive fees, at their discretion, to provide equitable access for all community members.
- From time to time, the Library may hold a program or have a partner that holds conversations and expands topics that can be uncomfortable. The Library may present programs that some individuals find controversial. Holding a program does not indicate an endorsement of its contents by BPL, but rather is an affirmation of the principle of intellectual freedom as embodied in the Canadian Federation of Library Associations Statement on Intellectual Freedom.

Delivery of Events and Programs

- Programs and partnerships are developed according to BPL's program and partnership strategy and framework.
- Programs are planned and developed according to an outlined schedule reflecting community needs and interests.
- Outreach programs are developed according to Burlington Public Library's outreach strategy and framework.
- The Library may set age limits or guidelines for program participation when the program is best suited to a particular age group or audience.
- BPL endeavors to deliver programs across a wide range of age groups.
- Content of events and programs will be presented by staff and can feature experts from the community including:
 - Authors and illustrators
 - Performers
 - Experts from community partnerships
 - Community members with expertise relating to the programming topic
- The Library may allow presenters to display products or books for purchase.
- The Library reserves the right to cancel or reschedule programs as necessary and will make every effort to notify participants and the community in advance.
- A partnership is not developed in perpetuity. A one-time program or partnership does not indicate an ongoing relationship with BPL. Collaboration Agreements will be developed and reviewed annually to determine whether a program or partnership will continue. The use of library space by a partner is not indicative of an ongoing relationship or commitment from BPL and BPL reserves the right to change the nature of the program or partnership being offered through the library at any time.
- Liability insurance is required for all programs in Library premises. For organizations and independent contractors that are hired to promote their products and/or services that have insurance, proof must be provided in advance with Burlington Public Library and the City of Burlington named on the certificate.

Program Evaluation

The Library regularly evaluates community response to and suggestions for events and programs. It also reviews community profiles and uses various mechanisms to gather input to assist in program development. All programs and partnerships are planned with measurement criteria in place and are evaluated to ensure optimal impacts and outcomes are achieved.

Adapted from the Programming Policy of Kingston-Frontenac Public Library, Huntsville Public Library, and Hamilton Public Library

Effective Date: November 2022	Projected Review Date: 2025
Motion #/Date: #22-72, Nov. 24, 2022 Amended Dates:	
Associated Procedures: Community and Event Space Rental Policy, Accessibility Policy, Code of Conduct, Protection of Customer Privacy Policy, Collection Development Policy, Community Bulletin Board Policy	