



# POLICIES 101

OLS – North Conference 2018

# Policy process

## Board

Analyzes policy recommendations  
Debates policy issues  
Reviews, revises, approves policy

## CEO

Recommends policies  
Advises board  
Establishes procedures  
Interprets to staff and public  
Maintains policy manual

## Staff

Enforce policies  
Follow procedures  
Suggest improvements

# Drafting library policy

Policies prescribed by  
Legislation and Regulations

Philosophy of Service (*Board responsibility*)

Mission, Values, Plans, Goals → Policies

Daily Operations

(*CEO responsibility*)

Recommend/draft policies

Procedures

***Consistency, fairness, efficiency***

# LEGISLATION that prescribes action

## EXAMPLE: SAFETY, SECURITY AND EMERGENCIES

Occupational Health and Safety Act, R.S.O. 1990,  
chapter O.1

Every employer in Ontario must prepare and review, at least annually, a policy on workplace violence, as required by the OHSA [section 32.0.1 (1) (a) and (c)].

O. Reg. 429/07: Accessibility Standards for Customer Service

# Policies define the PHILOSOPHY of service

## EXAMPLE: SAFETY, SECURITY AND EMERGENCIES

*“The Trillium Public Library Board is committed to providing a safe and secure environment for staff, volunteers and members of the public who use the library. The board also acts to protect and secure library property.”*

*“The board, Chief Executive Officer (CEO), and library employees share the responsibility to ensure a safe and secure place for the public.”*

# Conduct a POLICY AUDIT

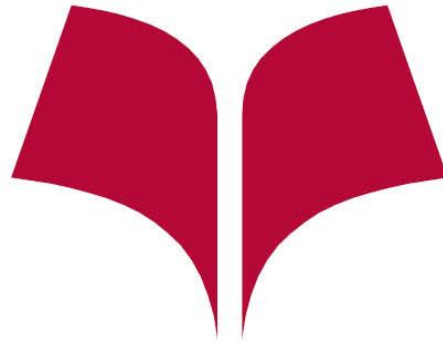
Inventory existing policy statements, regulations, procedures, guidelines

- ❑ Missing, outdated, current, comply with legislation
- ❑ Do policy and practice differ?
- ❑ Establish policy review cycle



# What policies does a library need?

Ontario Public Library  
Guidelines Monitoring and  
Accreditation Council



Le Conseil de l'agrément et du  
contrôle des Lignes directrices  
pour les bibliothèques publiques  
de l'Ontario

[www.ontariopubliclibraryguidelines.ca](http://www.ontariopubliclibraryguidelines.ca)

# Ontario Public Library Guidelines, 7th

## SELF-ASSESSMENT AUDIT CHECKLIST

Five overall system-wide sections including

- Area 1 - Governance and administration
- Area 2 - Planning document and Process
- **Area 3 - Policy documents**
- Area 4 - Personnel and Human Resources
- Area 5 - General



Ontario Public Library Guidelines  
Monitoring and Accreditation Council

[www.ontariopubliclibraryguidelines.ca](http://www.ontariopubliclibraryguidelines.ca)



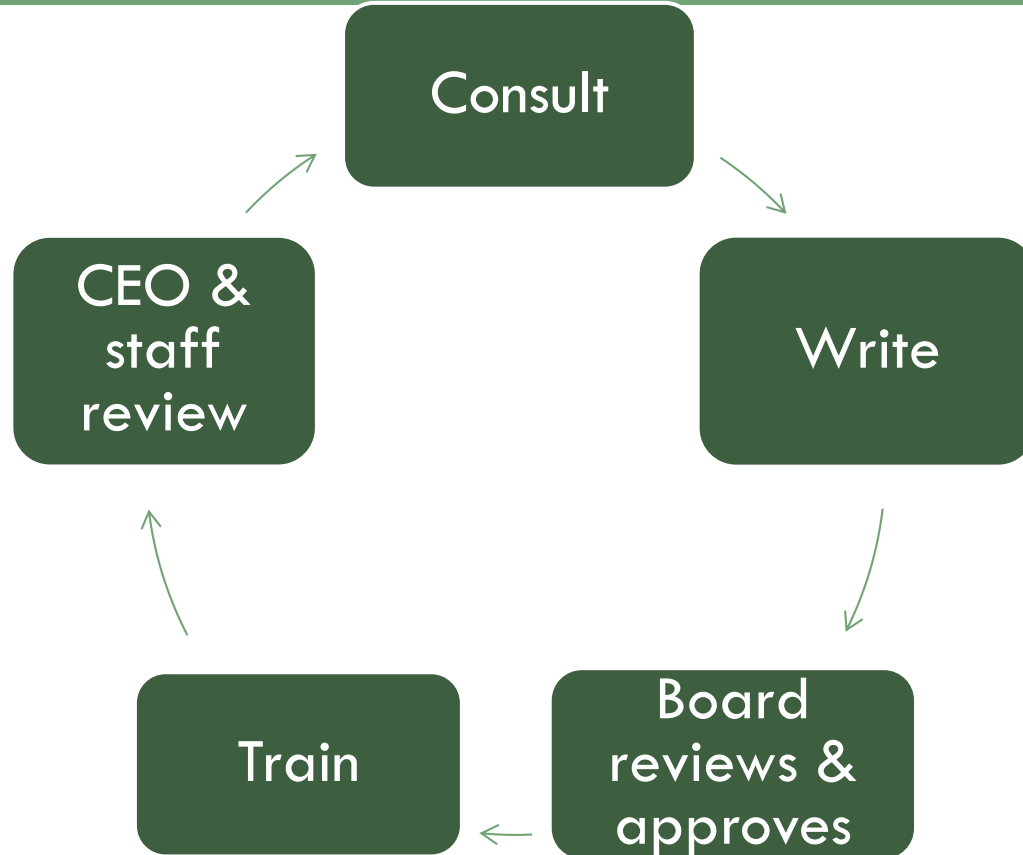
10 mins.



## Group work: Policy example - workbook pg. 5

- ❑ Review the OPLG guidelines, Area 3: Section 12 Safety Security & Emergencies.
- ❑ Consider your own library's policies against these guidelines.
- ❑ Discuss at your table what you need to achieve these guidelines.
- ❑ Large group: Share one item per table.

# OPLG: Policy review process



# Sample POLICY REVIEW SCHEDULE

Policy Document	Date of Original Policy	Date of Review	2015	2016	2017	2018
Safety Security & Emergency	August 2015	September	✓		✓	
Facility Use & Code of Behaviour	May 1997	May		✓		✓
Working Alone	November 2014	November		✓		✓
Workplace Violence	January 2016	January	✓	✓	✓	✓

Adapted with permission from Terrace Bay Public Library Board: Policy Review Schedule



# Conduct a facility assessment

- Isolated areas – inside/outside
- Safety at night
- Parking
- Work areas
- Escape routes
- Buzzers, personal alarms



# From Policy to Procedure



# Put it in writing

- Protect staff and all patrons from safety and security issues, e.g., challenging patrons
- Write policy geared to the library's neighbourhood and clientele
- Provide specific definitions and examples
- Write working alone policy
- Write in clear and simple language

# Policies: The FRAMEWORK for decisions

## EXAMPLE: SAFETY, SECURITY AND EMERGENCIES

*“The CEO develops safety and security programs that include procedures, implementation plans, enforcement, and reporting for prevention and mitigation of harassment and violence (see also relevant HR policies) that compromise the safety and health of staff and the public.”*

*“Staff members will enforce the Library Code of Behaviour in order to ensure safety and security in the library.”*



# Include a statement on corrective actions

## POLICY EXAMPLE: TPL Policy Statement

*“To maintain a safe, supportive and welcoming environment for Library users and staff, Toronto Public Library has the right and obligation to enforce the Rules of Conduct in a fair and consistent manner.”*

Toronto Public Library Rules of Conduct

<https://www.torontopubliclibrary.ca/terms-of-use/library-policies/rules-of-conduct.jsp>

# Procedures

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- Describe actions needed to translate policy into practice
  - May be prescribed in legislation, e.g., workplace violence
- Promotes consistency and fairness
- Establishes responsibilities
- Provides guidance for resolving conflicts

# Procedure example

## TPL Rules of Conduct

*“Some or all of the following actions may be taken by Library staff:*

- Staff will inform the person of how he or she violated the Library's rules.*
- An immediate verbal warning will be given to the person by the staff member in charge of the branch at the time of the occurrence.”*

Toronto Public Library Rules of Conduct

<https://www.torontopubliclibrary.ca/terms-of-use/library-policies/rules-of-conduct.jsp>

10 mins.



## Group work: Safety & security

Discuss a challenging patron situation at your library and how staff responded.

- ❑ Select one situation to share with the larger group.
- ❑ What could staff have done better?
- ❑ Were your policies and procedures sufficient to address this?

# Patron code of conduct

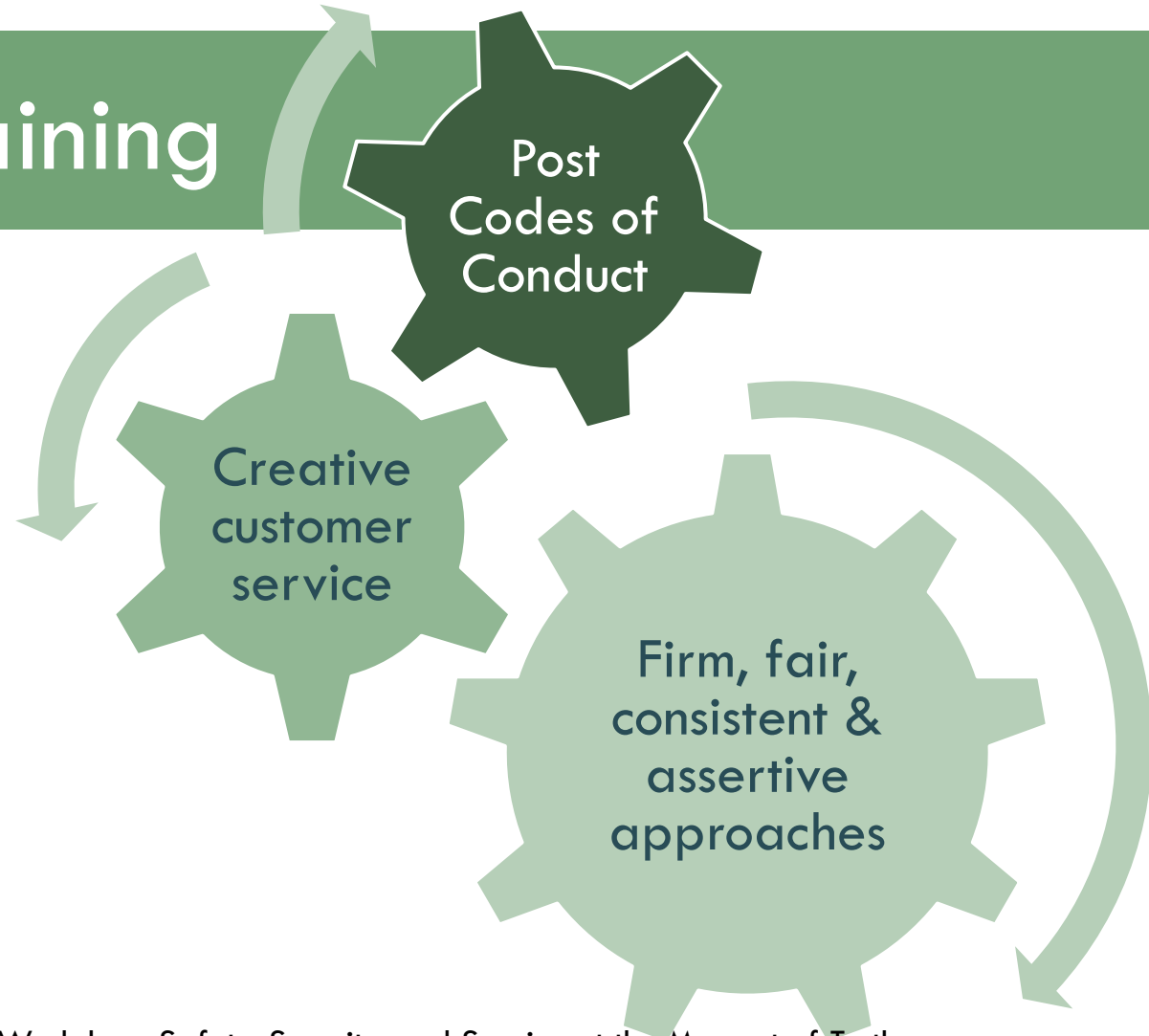
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Draft a patron code of conduct based on your library's issues

- ❑ Write in positive, day-to-day language
- ❑ Make them readable and inviting
- ❑ Post in visible locations in poster-sized versions

Dr. Steven Albrecht, *The Challenging Patron Workshop: Safety, Security, and Service at the Moment of Truth*

Staff training



# PROCEDURES and staff training

- ❑ Develop common customer service responses
- ❑ Describe a clear course of action for library staff to follow



# Train staff to use:

## Introduce/Explain/Ask model

<b>Introduce</b>	<b>Explain</b>	<b>Ask</b>
<p>Introduce yourself. Try to get the person's name.</p>	<p>Explain: “I noticed that...” “The reason I’m here is...” “I’m sure you already know this, but...”</p>	<p>Ask: “I need to ask you to...”</p>

Dr. Steven Albrecht, The Challenging Patron Workshop:  
Safety, Security, and Service at the Moment of Truth



# PROCEDURES: Practice role playing

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- Perform exercises based on real incidents
- Take turns being the challenging patron
- Practice common customer service responses
- Bring in outside specialists

# Sample Patron Incident Form: Content

Date:

Employee Name:

Time:

Description of incident: (Please include name/description of individuals involved)

Witnesses and contact information:

Were any authorities called for assistance? (i.e.: Police, Fire, Ambulance, etc.)

Recommended action to be taken:

# Consequences



1. Verbal warning
2. Loss of privileges
3. Suspensions & Exclusions
4. Notice of trespass
5. Right to appeal

# Concluding thoughts

- ❑ Establish a 4-year policy review cycle

## **Using the Safety, security & emergencies example:**

- ❑ Review staff and patron safety regularly
- ❑ Review policy and procedures with staff
- ❑ Update patron code of conduct
- ❑ Review incident reports
- ❑ Draft recommendations for board approval

# Future policy considerations

- AODA compliance – best practices, e.g., customer service training, accessibility, communications, website, policy review, review internal practices
- Disaster planning (e.g., wildfires)
- Indigenous land recognition
- Legalization of cannabis and workplace policies (October 2018)
- Opioids and naloxone
- Homelessness

# Policy resources

- LearnHQ

<http://resources.learnhq.ca/policies-and-procedures>

- LearnHQ Sample Policy List

<http://resources.learnhq.ca/policies-and-procedures/library-policy-framework-in-ontario#s-lg-box-15241685>

- Ontario Public Library Guidelines

<http://www.ontariopubliclibraryguidelines.ca>

- Trillium Public Library Policy Samples

<https://www.sols.org/index.php/sample-policies>

- <http://www.homelesslibrary.com/>

# Contact

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