



Woodstock Public Library Policy

Policy Name: **Programming and Outreach Policy**

Category: **Library Services**

Version: **May 13, 2025**

POLICY STATEMENT AND RATIONALE

Programming and outreach services support the Library's mission to stimulate imagination and inquiry. Programming and outreach services provide information, invite public discussion, encourage curiosity and creativity, and promote literacy and lifelong learning. Programming and outreach services promote the Library's services and resources. This policy defines the provision of programs and outreach services by Library staff and through co-sponsored or partnership activities.

Responsibility

The ultimate responsibility for library programming and outreach will lie with the CEO, acting in accordance with the principles established by the Library Board. In practice, programming and outreach services are designed, implemented, and evaluated by appropriately trained staff as designated by the CEO.

Policy

1. Programs are defined as any group activity offered to the public that staff coordinate, plan and/or present.
2. Outreach Services bring library materials, programs, and services outside library walls, particularly to communities and geographic areas which are underserved.
3. The Woodstock Public Library upholds the principle of intellectual freedom embodied in the Canadian Federation of Library Associations' *Statement of Intellectual Freedom and Libraries*. Library sponsorship of a program or outreach service does not constitute an endorsement of the content of the program, or the views expressed by presenters or participants.

4. Library programs are intended to:
 - a. Stimulate an interest in and use of Library services and collections.
 - b. Develop a love of reading and provide life-long learning opportunities for patrons.
 - c. Promote and support 21st Century literacies, including but not limited to: reading and writing literacy, digital literacy, financial literacy, environmental literacy, as well as science, technology, engineering, art and math (STEAM) literacy.
 - d. Teach research and information skills and help develop critical thinking.
 - e. Stimulate imagination and creativity.
 - f. Promote an awareness of contemporary issues and information required to engage in society.
 - g. Provide access to entertainment, recreational and cultural experiences.
 - h. Reduce social isolation and promote social inclusion by bringing members of the community together.
 - i. Support and strengthen community partnerships.
 - j. Encourage participation by non-users to grow library membership and library use.
5. The Library may:
 - a. Offer programs for children, young adults, adults, and families
 - b. Participate in co-sponsored or partnered programs with other agencies, organizations, institutions, or individuals.
 - c. Sponsor programs in the library facility or outside of the library
 - d. Promote programs through brochures, news releases, and the library's website.
 - e. Allow presenters to display products or books for purchase.
6. Co-sponsored or partnered programs with community organizations or agencies operate with the support of the Library.
 - a. These programs must align with the Library's mission and goals, be of sufficient high quality, and be relevant to the community.
 - b. A co-sponsored program can be a one-off program or one-time series as well as an ongoing program or series.
 - c. The Library may refuse a co-sponsored program opportunity due to space or resource limitations, or if the event is deemed inappropriate or incompatible with the Library's mission or goals.
 - d. The Library will not partner with an organization that violates the Ontario Human Rights Code or the Library's Patron Code of Conduct.

7. Attendance at programs requires compliance with the Library's Patron Code of Conduct and Safety and Conduct of Children in the Library Policy. Staff have the responsibility to ask disruptive and disrespectful participants to change their behavior or leave a program.

Request for Program Reconsideration

1. All programs are designed to be inclusive and safe spaces, providing activities that are innovative and community driven. The Library may deliver programs that present controversial or opposing points of view. Community members are expected to respect the rights and freedoms of others when expressing concern over any specific program.
2. In the event of a complaint by a Woodstock Public Library patron or Woodstock community group about any library programming, a request for reconsideration may be made as follows:
 - a. Upon request, Library staff will provide the patron or community group with a copy of the Programming and Outreach Policy and a Request for Program Reconsideration form. The form can be returned to Library staff once completed.
 - b. The completed Request for Program Reconsideration form is then forwarded to the Director of Library Services. The Director and a team of professional librarians will review the complaint. When the review is completed, a written recommendation will be made to the CEO. The recommendation will be guided by the Library Board's position that:
 - i. People have the right to reject for themselves programming and events they do not approve of, but they do not have the right to restrict the participation or enjoyment of others attending programs or events.
 - c. The CEO will then make the final decision and provide the patron with a written explanation for the decision within four weeks of the date of receipt of the complaint. The CEO will submit to the Board a report on requests for reconsideration for their information on an annual basis.

RELATED DOCUMENTS

Woodstock Public Library – Accessibility Policy
Woodstock Public Library – Inclusion and Diversity Policy
Woodstock Public Library – Intellectual Freedom Policy
Woodstock Public Library – Public Use of Library Facilities Policy
Woodstock Public Library – Patron Code of Conduct

DOCUMENT REVISION RECORD

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