

DRAFT Agenda
Woodstock Public Library Board
April 11, 2023

Date: Tuesday, April 11, 2023
Time: 4:15 p.m.
Place: Library Meeting Room

1. Call to Order

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Recommendation:

That the Board approves the Agenda as circulated (or following corrections or additions).

4. Declaration of Conflict of Interest

5. Minutes of the Meeting of March 14, 2023

Recommendation:

That the Board approves the Minutes of the meeting of March 14, 2023, as circulated (or following corrections).

6. Business Arising from the Minutes

None

7. Chairperson's Remarks

8. Delegations/Presentations

None

9. Board Education

a) **Manager of Operations – M. Cruickshank**
Verbal Report

b) **Board Orientation – L. Harris**

10. Consideration of Correspondence

For Information

a) **Email – Library patron**
Drag Storytime

11. Administrative Reports

a) Monthly Report

- i) Report of the Chief Executive Officer
- ii) Report of the Manager of Public Services

b) Statistics

- i) Library Systems Activities for the month of March, 2023

c) Policy Review

- i) Report – Computer and Technology Acceptable Use
- ii) Policy Computer and Technology Acceptable Use DRAFT

Recommendation:

That the Woodstock Public Library Board approves the Computer and Technology Acceptable Use Policy as presented (or amended).

12. Committee Reports

a) Ontario Library Service Trustee Assembly

Verbal Update

b) Health and Safety

None

13. Finance

a) Treasurer's Report

No financial report provided.

14. New Business

a) Staff Recognition

For Information

- i) Report – Staff Recognition
- ii) Policy Staff Recognition

b) Report – Drag Storytime Event

For Information

15. Notices of Motion

None

16. Attachments

a) Appointed to the Library Board? What you need to know as a municipal councillor. Ontario Library Service; 2022

b) Libraries ask for Ontario-wide digital system to ensure equal access to materials. The Canadian Press; March 14, 2023

- c) **Drag Storytime Returns to Woodstock Public Library.** Heart FM; March 16, 2023
 - d) **Supporters outnumber protesters at drag queen storytime in Woodstock, Ont.** CBC; March 17, 2023
 - e) **Woodstock Public Library celebrates return of Drag Storytime.** Woodstock Sentinel Review; March 17, 2023
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17. Committee of the Whole In-camera

Public Libraries Act, R.S.O. 1990, c. P.44 s. 16.1 (4)

A meeting or part of a meeting may be closed to the public if the subject matter being discussed is,

- (a) the security of the property of the board;*
 - (b) personal matters about an identifiable individual;*
 - (c) a proposed or pending acquisition or disposition of land by the board;*
 - (d) labour relations or employee negotiations*
 - (e) litigation or potential litigation, including matters before administrative tribunals, affecting the board;*
 - (f) advice that is subject to solicitor-client privilege, including communication necessary for that purpose;*
 - (g) a matter in respect of which a board or committee of a board may hold a closed meeting under another Act. 2002, c. 17, Sched. C, s.24 (5).*
-

18. Next Meeting

Tuesday, May 9, 2023, 4:15 p.m.

19. Adjournment

VISION

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MISSION

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Woodstock Public Library Board

DRAFT Meeting Minutes March 14, 2023

A regular meeting of the Woodstock Public Library Board was held on Tuesday, March 14, 2023, at 4:30 pm in the Meeting Room at the Woodstock Public Library.

a) The following Board members were present:

Mary Anne Silverthorn, Chair
Danielle Barry, Vice Chair
Lynn Wareing, Trustee
Ken Whiteford, Trustee
Councillor Kate Leatherbarrow
Councillor Bernia Wheaton

b) The following Board members sent regrets:

Councillor Deb Tait

c) The following persons were also present:

Lindsay Harris, CEO
Megan Cook, Manager of Public Services
Lori Peixoto, recorder

1. Call to Order

M.A. Silverthorn called the meeting to order at 4:32 pm.

2. Indigenous Acknowledgement

The Library Board would like to acknowledge that we are meeting on traditional and ancestral land of the Haudenosaunee, Lanape, and Anishnaabek Peoples. We thank all generations of people who have taken care of this land and recognize and reflect upon their historic and present connection and contributions to this land and place.

3. Approval of the Agenda

Motion 23-14

MOVED by D. Barry and seconded by B. Wheaton to approve the Agenda.

Motion carried.

4. Declaration of Conflict of Interest

None.

5. Minutes of the Meeting of January 24, 2023

Motion 23-15

MOVED by L. Wareing and seconded by K. Whiteford to approve the Minutes of the meeting of January 24, 2023.

Motion carried.

6. Business Arising from the Minutes

None.

7. Chairperson's Remarks

M.A. Silverthorn thanked the CEO for work done on the budget presentation, and thanked D. Barry for being in attendance during the presentation.

8. Delegations/Presentations

None.

9. Board Education

a) Public Services and BiblioEvents Demonstration
Manager of Public Services

M.A. Silverthorn invited Megan Cook, Manager of Public Services, to speak to the Board of the goings-on in Public Services.

M. Cook presented a tutorial on the newly-launched BiblioEvents. Further details were provided on staff roles and responsibilities in Public Services. The presentation included new and exciting programs and processes currently being worked on.

Members of the Board thanked M. Cook for the information presented.

10. Consideration of Correspondence

a) Friends of the Library

i. Minutes of the Meeting of January 11, 2023

ii. Minutes of the Meeting of February 8, 2023

Motion 23-16

MOVED by K. Leatherbarrow and seconded by B. Wheaton that the Board receives the Minutes of the Friends of the Library as information.

Motion carried.

11. Administrative Reports

a) Monthly Report

i. Report of the Chief Executive Officer

L. Harris reported that the capital project for new security gates was complete at the time of this meeting.

L. Harris provided information on a summit she attended on human trafficking, and offered to forward presentation slides to members of the Board.

b) Statistics: Library Systems Activities for January and February, 2023

L. Harris noted that the new patron counter in place would be providing more accurate numbers.

Overall numbers for January and February were higher than December, 2022.

There were no questions from the Board.

c) Policy Review

i. Report – CEO Job Description Policy and CEO Performance Evaluation Policy

Discussion was had regarding the Performance Evaluation forms, and the Board's desire to create more condensed versions. L. Harris revised the forms for Board approval.

M.A. Silverthorn noted that she and K. Whiteford would lead the CEO Probationary Review and would ask for Board input in the Annual Evaluation. The CEO's Probationary Review would occur in April, 2023, at the six-month mark.

ii. CEO Job Description Policy

Motion 23-17

MOVED by K. Whiteford and seconded by K. Leatherbarrow that the Board approves the Library CEO Job Description Policy as presented.

Motion carried.

iii. CEO Performance Evaluation Policy

L. Harris discussed additions to the Evaluation Policy. Research was done on similar policies from other libraries. It was noted that attached forms would no longer be part of policies going forward; the result being the inability to make operational changes to those forms without bringing the entire policy to the Board for approval.

Motion 23-18

MOVED by B. Wheaton and seconded by D. Barry that the Board approves the Library CEO Performance Evaluation Policy as presented.

Motion carried.

12. Committee Reports

a) Ontario Library Service Trustee Assembly

L. Wareing reported that the next meeting of the OLS Trustee Assembly would occur April 20, 2023.

M.A. Silverthorn stated that the previous Board representative would provide reports from those quarterly meetings in either written or verbal form, but that it was not mandatory to submit a report.

b) Health and Safety

No report.

13. Finance

a) Treasurer's Report

Motion 23-19

MOVED by L. Wareing and seconded by K. Leatherbarrow

that the DRAFT Statement of Revenues and Expenditures for the period ending December 31, 2022, and
the DRAFT Summary of Trust Account for the period ending December 31, 2022, and
the DRAFT Summary of the Jessie McDougall Trust Fund for the period ending December 31, 2022, be received as information.

L. Harris noted that the draft financial statements in front of the Board would still be subject to amendments prior to the final statements being released by Treasury.

Discussion was had regarding changes to OMERS for part-time employees, but the budget line was increased for 2023, using best judgement at the time.

Motion carried.

14. New Business

a) Report – Board Orientation and Education Plan, 2023

Discussion was had regarding the Board's education modules, and some members confirmed their desire to complete the education independently while others would prefer sessions to be led by the CEO outside of regular Board meetings. L. Harris would work with those Board members to secure dates and times.

b) Report – Board Policy Review Plan

L. Harris provided a detailed timeline for policy review, noting it's best practice for a board to review all policies within its term.

c) Report – Spring Staff Development Day Closure

Motion 23-20

MOVED by D. Barry and seconded by K. Leatherbarrow that the Board approves closure of the Library on June 2, 2023, for a full day of staff development.

Motion carried.

15. Notices of Motion

None.

16. Attachments

a) Thank-you Card S. Young

- b) **“New Online Registration for Woodstock Public Library Programs”**
Heart FM website; February 22, 2023
- c) **Library CEO Probationary Evaluation Form**
- d) **Library CEO Annual Evaluation Form**

There were no questions regarding the above attachments.

17. Committee of the Whole In-camera
Personal matters about an identifiable individual

Motion 23-21

MOVED by B. Wheaton and seconded by D. Barry that the Board moves into Committee of the Whole In-camera at 5:57 pm.

Motion carried.

Motion 23-22

MOVED by B. Wheaton and seconded by L. Wareing that the Board moves out of Committee of the Whole In-camera at 6:08 pm.

Motion carried.

Motion 23-23

MOVED by K. Whiteford and seconded by K. Leatherbarrow that the Board approves the Agenda for the Meeting of the Committee of the Whole In-camera.

Motion carried.

Motion 23-24

MOVED by B. Wheaton and seconded by K. Leatherbarrow that the Board approves the Minutes of the Committee of the Whole In-camera for January 24, 2023.

Motion carried.

18. Next Meeting

Tuesday, April 11, 2023, 4:15 pm.

Discussion was had regarding the regular meeting date for June, 2023.

Motion 23-25

MOVED by L. Wareing and seconded by D. Barry that the Board approves the change of meeting date in June to Tuesday, June 27, 2023.

Motion carried.

19. Adjournment

MOVED by K. Whiteford that the meeting adjourn at 6:13 pm.

Vision

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Mission

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10. Correspondence (a)

Hi there

I want to write to thank you for hosting drag queen story hour events here in Oxford County and for helping to make our community a more diverse and accepting place.

I know how difficult these events are for you and how people can be terrible on social media but I was so thrilled to take my daughter to Woodstock this past week and see nothing but affirmative folks outside the library.

As a gay parent and someone who grew up in rural Virginia where this would not have happened, this is very affirming of our library's mission to make this a safe and engaging place for people of all types.

Thanks again for supporting our community

M.



Subject: CEO Report

Action: For Information

Prepared by: Lindsay Harris

Meeting of: April 11, 2023

Strengthen our Community

During the past few weeks, I have met with several key City contacts to discuss joint programming and downtown development, including staff from the Museum, Art Gallery, and the City's new Downtown Development Officer. The Manager of Public Services also joined me in these meetings, and we are looking forward to fruitful partnerships in 2023 and beyond.

On March 30, I attended the City of Woodstock Strategic Plan Realignment session. The session provided valuable insight into the priorities of City Council over their term, which the Management team can use to foster programming, partnerships, and services to support. Additionally, I took careful note of both the process and tools used to facilitate this session, as the Library's current Strategic Plan is nearing its conclusion, and a new Plan will need to be developed in the near future.

Along with Megan Cook, I also attended the Mayor's Breakfast, sponsored by the Chamber of Commerce on April 4, connecting with several local businesses and groups, and enjoyed the Mayor's address.

Library Staff Update

Planning is now underway for the June 2 staff development day. The Management team has been working with Library staff to prioritize learning needs, and determine what training is most appropriate for an in-person, inter-department session.



Subject: **Public Services Report for April, 2023**

Action: **For Information**

Prepared by: **Megan Cook, Manager of Public Services**

Meeting of: **April 11, 2023**

Contribute Vibrant Spaces

- Our library spaces were vibrant and full of life this March Break. This was the first time in several years that we were able to offer programs in-person all week long. Our program statistics reflected this. In total, we had 3,692 program participants in March. During March Break alone, just over 600 people attended children and teen programs in our spaces.
- With BiblioEvents, we now have a waitlist function for registered programs. If programs are full, patrons can put their name on the waitlist. If spots become available, we move those on the waitlist into the actual program. This has given us new insight on what programs are popular and when patrons are registering. During our March Break debrief, we were able to quickly identify ways we can improve our offerings for next year.
- In the coming months we are intentionally programming in multiple spaces in the library. Programs are planned in our Meeting Room, our Flex Space, on our second floor in open space, and outside in our green space. Programming in new and open spaces will allow our community members to discover programs they may not have come to the library for, and ensure the entire facility is active and vibrant.

Strengthen Our Community

- One of the ways we are trying to work with our community organizations and align marketing and communication efforts, is a redesign of our What's On Woodstock submissions. We are working on standardized branding with a more refined look and feel that matches what our partners are putting out.
- We have been working closely with the Oxford County Library system to narrow down a shortlist of titles for the 2023 Oxford Reads program. The shortlist has been confirmed and will be announced to the public, today! Community members

will be encouraged to vote for their favourite title and a winner will be announced at the end of May. This program culminates with an in-person celebration with the author in late Fall at Market Theatre.

Reinforcing Our Capabilities

- One of our priorities in the coming months is staff training. We have the following training sessions scheduled to fill gaps that were identified by staff. More training is currently being scheduled.

April 13 – collectionHQ

Librarians who oversee a collection use this software to inform the maintenance and weeding of their collections. This software connects with our Integrated Library System (ILS) and can identify material that should be evaluated and possibly removed from our collection based on circulation statistics and other data.

April 19 – Training for the Emerging Technologies Librarian

Our Emerging Technologies Librarian will be trained on the equipment we have purchased for the preservation station. He will also be trained on our audio and visual equipment to help support the delivery of programs in spaces other than our Meeting Room.

May 18 – Programming and Collections Training for Children's Librarians

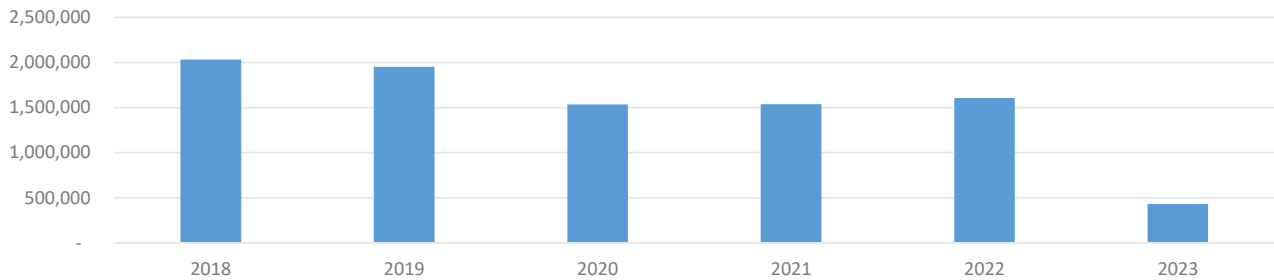
Linda Ludke, Frances Cutt and Laura Applebee from London Public Library have designed a training session specifically for our Children's Librarians based on identified needs. They will cover collection management best practices and children's programming including storytime delivery and early literacy activities.



Woodstock Public Library

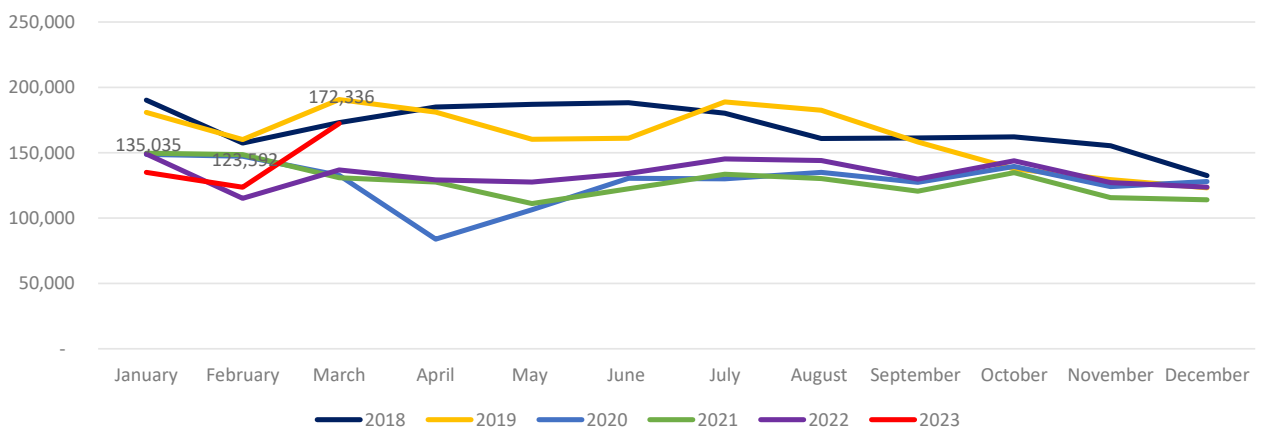
445 Hunter Street Woodstock, ON N4S 4G7 Tel: 519-539-4801

Total Library Uses 2018 - Present

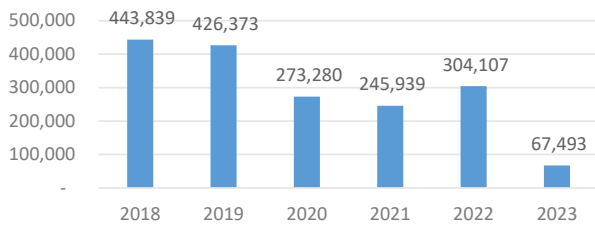


2023	Total Circulation	In Person Visits	Electronic Visits	Social Media Engagments	Program Attendance	Public Computer Use	WIFI Access	Database Searches	Total Library Uses
January	28,685	11,049	78,387	10,186	1,527	901	1,712	2,588	135,035
February	24,472	9,861	73,829	9,909	1,126	544	1,549	2,302	123,592
March	24,079	12,742	79,698	46,899	3,692	1,219	1,629	2,378	172,336
April									-
May									-
June									-
July									-
August									-
September									-
October									-
November									-
December									-
TOTAL	77,236	33,652	231,914	66,994	6,345	2,664	4,890	7,268	430,963

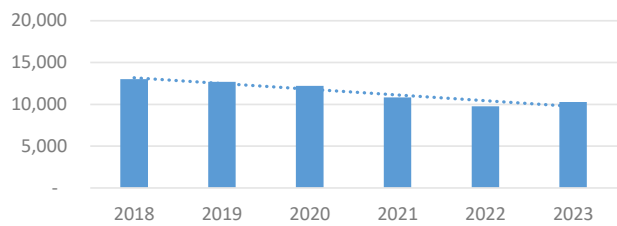
Total Library Uses by Month 2018 - Present



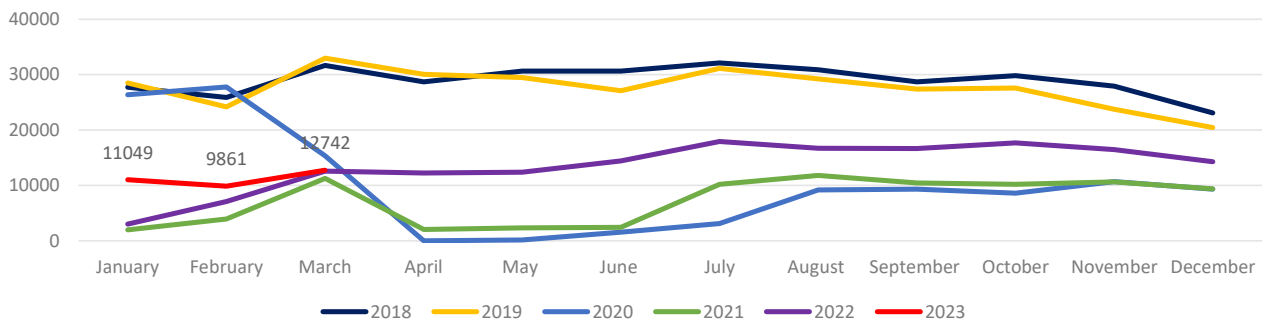
Annual Library Circulation Total 2018-2023



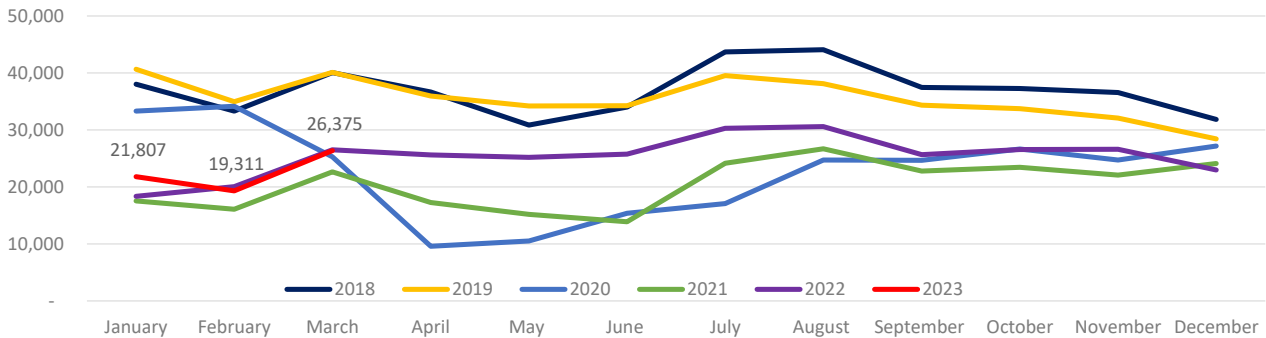
Monthly Average Active Users Count 2018-2023 YTD



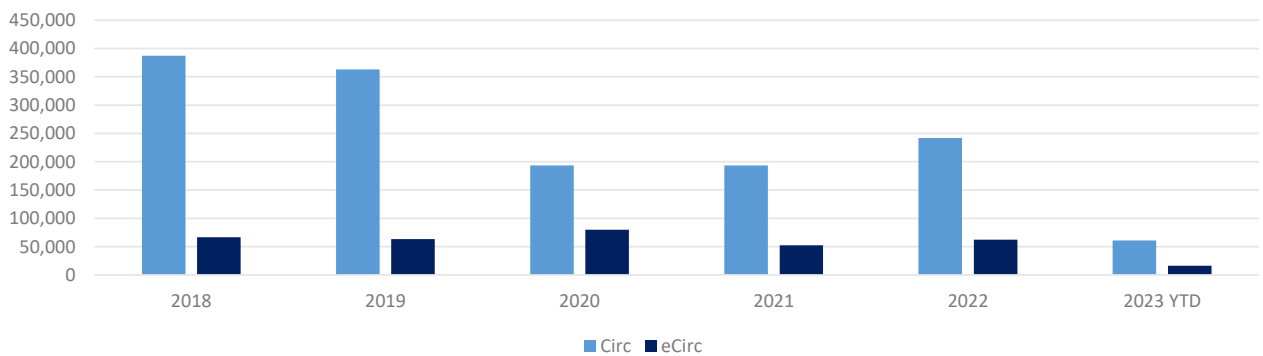
In Person Visits - 2018-2022



Total Circulation by Month - 2018-Present (Physical & Digital)



Annual Circulation by Type 2018-Present





Subject: **Computer and Technology Acceptable Use Policy**

Action: **For Review and Approval**

Prepared by: **Lindsay Harris**

Meeting of: **April 11, 2023**

Recommendation

That the Woodstock Public Library Board approves the Computer and Technology Acceptable Use Policy as presented.

Background

The Library's Computer and Technology Acceptable Use Policy was developed in 2022, superseding previous Use of Internet and Email, and Use of Computer Systems personnel policies. The Policy included legislated changes from the *Working for Workers Act, 2022* (Act) regarding electronic monitoring of employees.

Discussion

The Library partners with the Information Technology (IT) department of the City of Woodstock (City) in the purchasing and operation of some technologies by Library employees. As such, the Library is required to follow the monitoring procedures outlined by City IT. Key Library staff members have recently received new cellular devices from the City that possess device tracking and monitoring software for asset management purposes.

The proposed amendment to the Policy includes the addition of asset management as a case for the monitoring of Library staff. Definitions have been included as appropriate to the addition.

In addition, the *Disconnect from Work Policy* has been added as a related document as City-issued cellular devices are frequently taken home by Library staff.



Woodstock Public Library Policy

Policy Name: Computer and Technology Acceptable Use Policy

Category: Personnel

Version: 11 April 2023

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to outline the Board's expectations regarding the use of the Library's information technology resources for staff and volunteers, ensure the integrity of the Library's computer infrastructure and data, and identify the purposes, methods and circumstances under which the Library may electronically monitor its employees.

This policy does not cover the use of the Library's video surveillance system, which is a separate policy.

SCOPE

This policy applies to all staff and volunteers of the Woodstock Public Library and external organizations that may directly or indirectly require access to Library computer IT resources.

DEFINITIONS

Board means the Woodstock Public Library Board.

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

City means the City of Woodstock.

City IT means the Information Technology department of the City of Woodstock.

Computer IT Resources means all Library information technology systems, or applications that store, process, or transmit information; all network infrastructure and computer hardware, storage, software and applications, mobile devices, and telecommunications systems.

Data means all information residing on Library networks, external storage, and devices that include but are not limited to files, voicemail, databases, transactional streams, and logfiles.

Electronic Monitoring means all forms of employee and assignment employee monitoring that is done electronically.

Library means the Woodstock Public Library.

Staff means an employee of the City of Woodstock Public Library.

POLICY, PROCEDURE, AND IMPLEMENTATION

1.0 Statement of Authority

- 1.1 This policy is in accordance with the *Public Libraries Act, 1990*, and the *Employment Standards Act, 2000*.

2.0 Responsibility

- 2.1 The Library CEO is responsible for implementing the appropriate procedures in accordance with this policy.
- 2.2 Under the authority of the CEO, responsibility for the administration, monitoring and security of the Library's computer resources and data rests with the Manager of Operations.

3.0 Guiding Principles

- 3.1 Use of the Library's computer IT resources and Internet access are provided to staff as business tools to assist them in performing their work-related duties.
- 3.2 While carrying out library business, staff and volunteers are provided access to the Library's computer network and data based on the following principles:

Need to Know: Staff and volunteers will be granted access to systems and data that are necessary to fulfil their roles and responsibilities.

Least Privilege: Staff and volunteers will be provided the minimum privileges necessary to fulfill their roles and responsibilities.

- 3.3 Computer equipment, devices and electronic records are the property of the Board. The Board has the right to access and monitor all equipment, devices and electronic records.
- 3.4 The use of the Internet and email systems shall comply with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*, the *Public Libraries Act* and other applicable laws.

4.0 Staff Responsibilities

- 4.1 Staff are expected to use their best judgement and demonstrate a sense of responsibility when using Library computer IT resources.
- 4.2 All work undertaken shall be performed in an ethical and lawful manner, demonstrating integrity and professionalism.
- 4.3 Staff will abide by the limits set out in the "Unacceptable Computer Resources Use" section of this policy.
- 4.4 Staff are responsible for safeguarding their passwords and for all transactions made using their passwords. Individual passwords, logon ID, internal network configurations, addresses, and system names must not be transmitted in email messages, printed, stored online, or shared with others. Staff suspecting that their access passwords have been compromised should take steps immediately to change their password and notify the Manager of Operations.
- 4.5 Abuse of this policy is subject to appropriate discipline, which may include dismissal of an employee or termination of a contractor's contract.

5.0 Cyber Training

- 5.1 All staff are required to take mandatory cyber security training on the use of library systems during their orientation period.

6.0 Authorized Licenced Software

- 6.1 Only licenced software and registered shareware acquired by, and paid for by the Library, is to be operated on the Library's computer network. In order to protect the integrity of licences and network security, staff are expected to adhere to the following guidelines:
 - a) Only licenced software authorized by the Manager of Operations is to be installed on Library computers.
 - b) Board licenced software is not to be copied or transferred to home computers without the consent of the Manager of Operations.
 - c) No software of a personal nature is to be maintained on the Board's computer network.

7.0 Personal Use of Computer IT Resources by Staff

- 7.1 Limited and occasional personal use of the Library's computer IT resources are permitted within these general guidelines:
 - a) Personal use will be on an employee's own time.

- b) Staff will not use Library IT computer resources for private business purposes.
- c) Personal use will not interfere with any work-related activity or impact network operations.
- d) Employees will supply their own expendable materials.
- e) Staff acknowledge that the Board retains the right to access and monitor their activities as deemed necessary by the Board.

8.0 Unacceptable Computer Resources Use

8.1 These restrictions apply to all internal and external use of all computer resources and data by all users, regardless of geographical location. The following practices are improper and unacceptable:

- a) Transmitting or releasing sensitive, confidential, proprietary, or privileged information to anyone not authorized by the CEO or their delegate to receive it.
- b) Sending, storing, or soliciting communications containing material that is fraudulent, harassing, pornographic, profane, obscene, vulgar, intimidating or unlawful.
- c) Participating in controversial or inappropriate internet discussion groups such as pornographic, hate-based, or terrorist discussion groups.
- d) Downloading copyrighted content from the internet, except for research purposes or non-commercial use.
- e) Interfering with, removing, or bypassing any security features or devices designed to protect data, whether Library data or not, from viruses, unauthorized external access, or other security risks.
- f) Intentionally broadcasting messages or participating by propagating non-business documents/messages such as chain letters or knowingly transmitting destructive programs (viruses and/or self-replicating code).
- g) Sending mass mailings that have not been authorized by an appropriate Library manager.
- h) Disrupting the Library's ability to perform its mission.
- i) Engaging in any activity intended to cause congestion or disruption of networks and systems.

- j) Attempting to send anonymous transmissions or to falsify information regarding the originator by any means including use of another user's identification or login ID.
- k) Downloading and installing software from the internet, CD-ROMs, thumb drives or elsewhere onto computer resources without the Manager of Operations' written permission to do so.
- l) Using any software without a valid licence.
- m) Distributing or copying software without prior written permission from the Manager of Operations.
- n) Sending or soliciting transmissions of commercial or personal advertisements, solicitations, promotions, political material, or other material for unauthorized or personal use.
- o) Storing personal data.
- p) Conducting any personal business venture or money-making activity.
- q) Connecting unauthorized devices to the Library's network without obtaining prior approval from the Manager of Operations.

9.0 Electronic Monitoring of Employees

9.1 The Library has the capability to monitor Library staff, but will only access data in the following cases:

- a) Staff Safety: Staff who work alone at night in the building are monitored to ensure their safety. Staff are monitored for sudden falls or periods of lengthy inactivity that might be an indication of a medical emergency.
- b) Systems Performance and Statistics Collection: Staff activity may be monitored to compile metrics in order to analyze and improve library operations and workflow, or to report statistics to the Board and Ministry.
- c) Investigations: The Library may access and monitor system data in order to investigate patron misbehavior and staff performance.
- d) Building Security: The Library may access and monitor data concerning access to the building to ensure the security of the library building.
- e) Asset Management: The Library, in consultation with and assistance from City IT, may access and monitor location tracking software on City or Library owned technology, such as cellular devices and hotspots.

10.0 Disclaimer

- 10.1 This policy may be amended or revised at any time by the Board.
- 10.2 This policy supersedes all other Board policies with regard to the use of the Library's computer IT resources and data by staff and volunteers.
- 10.3 This policy is not meant to be exhaustive; additional rules, procedures and guidelines regarding the use of the Library's computer IT resources and data, may be introduced at any time, as deemed necessary by the CEO.
- 10.4 The Manager of Operations may change, bypass, or disable an employee's password or other security mechanisms at any time without permission or advance notice to the employee.

RELATED DOCUMENTS AND POLICIES

Woodstock Public Library – Video Surveillance Policy

Woodstock Public Library – Access to Information and Protection of Privacy Policy

Woodstock Public Library – Disconnect from Work Policy

Employment Standards Act, 2000, S.O. 2000, c.41

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56

DOCUMENT REVISION RECORD

Adoption Date: 13 September 2022
Review Cycle: Once per Term
Last Reviewed: 11 April 2023
Resolution No.: 23__



Subject: **Staff Recognition Policy**

Action: **For Information**

Prepared by: **Lindsay Harris**

Meeting of: **April 11, 2023**

Recommendation

That the Woodstock Public Library Board review the draft Staff Recognition Policy and submit any recommended changes prior to the Board meeting scheduled for May 9, 2023.

That the following 2010 policies be rescinded upon approval of the new Staff Recognition Policy:

- Gifts and Gratuities
- Expressions of Sympathy

Background

Woodstock Public Library acknowledges that recognition of employees is a daily, ongoing commitment. Furthermore, the Library believes that employee recognition in moments of celebration and moments of loss plays an essential role in both the health and well-being of employees as well as the promotion of a healthy working culture.

Discussion

The Woodstock Public Library has historically recognized employees upon the termination of their employment with the Library (retirement or resignation), or in certain bereavement situations. A provision for a long service award of 25+ years was included; however, the prescribed reward has not been well-received by some recent recipients. No other forms of recognition have been undertaken.

The new Staff Recognition Policy aims to rectify the omission of recognizing current employees as they achieve milestones within the organization, as well as allowing for customizable gifts that are more tailored to the recipient.

The new Staff Recognition Policy covers three sections:

- long-service recognition,
- retirement and resignation, and
- expressions of sympathy.

The long-service recognition section focuses on ongoing recognition of Library staff as they achieve certain milestones in their careers at Woodstock Public Library. This section discusses an annual recognition event where staff will be acknowledged for their service should they reach a prescribed milestone within that calendar year.

It is Management's intent to recognize the most recent milestone of all employees who have been with the Library for five or more years at the first recognition event this fall as a sort of "catch up" for what has not been historically recognized.

The essence of the former Gifts and Gratuities, and Expressions of Sympathy policies (2010) have been maintained in the new policy. A new clause allowing for the recognition of staff outside of the three previous sections has been added to allow for discretionary recognition by the CEO.



Woodstock Public Library Policy

Policy Name: **Staff Recognition Policy**

Category: **Personnel**

Version: **09 May 2023**

POLICY STATEMENT AND RATIONALE

The purpose of this policy is to provide for recognition of current Library employees for years of service, retirement or resignation, and life events.

SCOPE

This policy applies to all permanent Library employees.

DEFINITIONS

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

CEO means the Library's Chief Executive Officer.

Consecutive service is defined as the years when a Library employee has worked continuously, having not left the organization and been re-hired. Employees who have resigned and are re-hired rebuild their length of service from the time of re-hire.

Immediate relative is defined as: spouse, child, father, mother, brother, sister.

Library means Woodstock Public Library.

Library Board means the Woodstock Public Library Board.

Library Administration means the Administrative Assistant.

Library Management means the CEO and Managers of the Library.

Library employee is defined as all current employees of the Woodstock Public Library.

Years of service is defined as the consecutive number of years a Library employee has accumulated since their date of permanent hire.

POLICY, PROCEDURE, AND IMPLEMENTATION

1.0 Responsibility

- 1.1 The Library CEO has overall responsibility for formal staff recognition in accordance with this policy.
- 1.2 Under the authority of the CEO, responsibility for planning and distribution of recognition materials and events rests with Library Management and Administrative staff.

2.0 Long-Service Recognition

- 2.1 It is the policy of the Woodstock Public Library to provide the following recognition of long-service Library employees:
 - a) The Library will provide a gift to an employee who has attained twenty (20) plus years of consecutive service to the organization. Gifts will be provided for each additional five years of consecutive service thereafter to the maximum of a total of forty (40) years of service. In addition, the Library Board will send a letter of appreciation to mark these milestones.
 - b) The Library will invite recognized Employees who have had 5, 10, 15, 20, 25, 30, 35, and 40 years of service to an annual Employee recognition function, sponsored by the Library. This function may be held as part of a staff development day or held as a separate event at the discretion of the CEO. Members of the Library Board will be invited to attend this celebration.

3.0 Retirement or Resignation

- 3.1 Library employees who are retiring or who are leaving the Library will receive a letter of appreciation from the Library Board, and will be honored with a gift based on the following years of service:

2 years	\$20.00
3 years	\$30.00
4 years	\$40.00
5-9 years	\$60.00
10-14 years	\$100.00
15+ years	\$10 for each year of service

4.0 Expressions of Sympathy

- 4.1 On the death of a Library employee, volunteer, Library Board member, or an immediate relative of such persons, an expression of sympathy in the form of either a \$50 donation to the charity of the deceased family's choice, or flowers to a maximum cost of \$50 will be extended to the family.
- 4.2 Such donation will be accompanied by a printed memorial card and an expression of sympathy will be extended on behalf of the Library Board and Library employees.
- 4.3 Each supervisor or manager will be responsible for informing Library Management and Administration of such death, and they in turn will arrange for the donation and memorial card.
- 4.4 Expressions of sympathy for persons not listed and for flowers to employees who are hospitalized will be left up to the appropriate staff of the employee's department, Social Club, Union, and/or the Library Board.

5.0 Other Recognition

- 5.1 An employee may receive other small tokens of recognition at the discretion of the CEO.

RELATED DOCUMENTS AND POLICIES

N/A

DOCUMENT REVISION RECORD

Adoption Date:
Review Cycle: Once per Term
Resolution No.: 23__



Subject: Drag Storytime Event

Action: For Information

Prepared by: Lindsay Harris

Meeting of: April 11, 2023

Background

The Woodstock Public Library has successfully run dozens of Drag Storytime and other Pride events with our partners over the last decade. These events are designed to promote diversity and inclusion, and foster kindness, self acceptance, literacy, and family-oriented entertainment. While events that have run before 2023 had the occasional concerned member of the public inquire as to the content of the program, overall, the programs have been embraced and enjoyed by the community.

March Break, 2023

The Drag Storytime scheduled for March Break 2023 garnered a significant amount of negative attention. While unfortunate, the recent experiences of other libraries throughout Canada have demonstrated a pattern of negative attention from groups that do not live in the communities where these events are being held. Many libraries have faced protests outside of the library buildings during the program, and some have also experienced minor acts of vandalism.

In advance of the March Break event, the Management Team considered the possibility that there may be objections and protests to the Drag Storytime event. A review of the Programming Policy, Trespass Policy, Collection Development Policy, and Patron Code of Conduct determined that our policies provided the tools to manage objections and protests to the event, regardless of the increase in attention. Management and frontline staff were equipped with messaging needed to ensure respectful dialogue.

On the morning of the event, Management staff came into possession of information that outlined a different approach to the protest that was being organized to prevent families from attending the event. We quickly determined that the best way to ensure all persons who wanted to attend the event could do so was to move it to the open space

on the second floor. While not entirely perfect, all persons who wanted to attend the event, regardless of their reason for attending, were able to do so. Minimal disruptions prior to the commencement of the event were resolved quickly, and the presence of the Woodstock Police deterred any further problems.

Outcomes and Future Planning

One of the core tenants of public libraries is the commitment to intellectual freedom. That commitment is outlined in the Library's Programming Policy, which also includes a method for members of the public to formally request that a program be re-evaluated for the suitability of the Library environment. Leading up to the event, any questions or comments regarding the event were managed in the following ways:

- Hateful comments by anonymous persons to the CEO's email were ignored.
- Concerned comments by identifiable persons were addressed, and provided a copy of the Programming Policy and associated objection form. **No forms were received before or after the program.**
- Social media comments were moderated, and the Patron Code of Conduct was used to determine which comments were permitted to remain posted on social media.
- In-person or phone comments were referred to Management staff and handled following the procedures outlined above.

Ultimately, the goal of providing a fun program for families was achieved. It was unfortunate that some audience members chose to take up space in the children's area, however, all family members did find space for the program. Once the program began, there were no interruptions by the protesters, and they dispersed at the conclusion of the program with no issues.

A few days after the program, the Library received a call from a local resident who had attended as a protester after hearing about it in the news. She apologized for her behaviour at the event, and noted that "the program wasn't what I was led to believe". She then asked for the titles of the books so she could acquire them for family members. Had we not allowed the protesters to attend the event, this kind of discourse would not have been possible.

I would like to commend all Library staff for their professionalism throughout the event and thank our partners for their continued support in running inclusive programming for our community. While operationally some changes to the format of the program may be undertaken in the future, the Library plans to continue offering inclusive programming in years to come.

Appointed to the Library Board?

What you need to know as a municipal councillor.

Stronger libraries. Stronger communities.

OLSERVICE.CA



The Ontario municipal councillor’s guide describes the councillor’s role as “intricate and involved. You will find yourself dealing with complex and sometimes contentious issues. Even the most seasoned councillor will encounter new questions.”¹

This description of the complexities of local government and municipal corporations equally lends itself to describing situations you may encounter as a member of the public library board.

Municipalities are complex corporations, funding many other institutions of local government, including the local public library board. Your appointment as a library board member is an extension of your duties as a municipal councillor. Yet, you have a separate fiduciary duty to each of these bodies.

¹ The Ontario municipal councillor’s guide. <https://www.ontario.ca/document/ontario-municipal-councillors-guide#>

Spotlight: Facts About Library Service in Ontario

(2021 Ontario public library statistics)

98%

Public libraries reach 98% of Ontario residents

2,437,206

Library Program Attendees

200,000,000

Public libraries visits per year prior to COVID-19

15,000+

Public computer workstations

373

municipalities and First Nations offer library service directly to their residents or contract for library service with a neighbouring municipality

1,079,213

e-learning courses were taken in total by cardholders

Public Libraries: Community Centred Service

For well over 100 years, public libraries in Ontario have been deeply rooted in their local communities. While the delivery of services and programs have evolved, the constant principles of public libraries remain: free access to reading resources, promotion of lifelong learning, supporting intellectual freedom and fostering community connections.

While steadfast in the commitment to literacy and the access to free electronic and print reading and informational resources, Ontario's public libraries also offer much more than books. Examples include computer and internet access at the library, borrowing wifi hotspots for home use, educational programming for children, and 3D printing and coding classes. Public library staff are leaders in making technology accessible and available to all, and instilling values of lifelong learning.

Today's public library is a community service that benefits everyone. It changes lives and strengthens communities in important ways. The public library is recognized as a vibrant community space where residents access educational and recreational events and resources, study, research, and simply enjoy gathering and connecting with one another.

Public libraries contribute to the cultural, social, and economic fabric of the community. Visiting the library, you will witness one of the most valued resources in your community.

You may encounter:

- A local entrepreneur using a business information database to research market trends
- A family borrowing local museum and provincial park admission passes
- A new parent and their child participating in an early literacy program
- College students working on an assignment in a bookable study room
- A community agency, partnering with the library, to offer services to vulnerable populations.



The Role and Responsibilities of the Library Board

The Public Libraries Act (PLA) is the provincial legislation that gives municipalities the power to establish public libraries or enter into contracts with neighbouring municipalities for library service. The PLA is the statute that authorizes the library board to make decisions.

The principal duty of the library board is to ensure that your community receives public library service. This is enshrined in the PLA, as the library board is an independent corporation with the legal duty to provide “a comprehensive and efficient public library service that reflects the community’s unique needs” (section 20a).

In practice, this is largely accomplished through ensuring good governance of the library’s management and operations. As the ultimate decision-making authority for the library, most library boards focus their energies on: 1) adopting policies that provide staff with clear guidance for operational decision-making and clear frameworks to act, 2) monitoring the library’s performance and the CEO’s performance, 3) providing strategic guidance (i.e. active role in the development of a strategic plan).

The board’s focus is governance. The day-to-day running of the library and issues related to operations are the responsibility of the CEO and staff. Governance is proactive, future focused, and places emphasis on the relationship of the organization to the community’s development.

Spotlight: The Library Board’s Obligations and Requirements

- ✓ Offer most services free of charge, as required by the Public Libraries Act (O. Reg. 976).
- ✓ Hold at least 7 public meetings per year (section 16)
- ✓ Appoint a CEO, Secretary, and Treasurer (CEO may also be appointed Secretary and Treasurer) (section 15).
- ✓ Authority to engage employees and rent or purchase real property (sections 15, 19).
- ✓ Submit estimates to Council and to monitor the library’s finances (section 24).





Governance: The Board and the Municipality

Ontario's system of local government is delivered by various bodies, including municipal councils and a variety of boards and commissions (i.e. police service boards, conservation authorities, health boards). The Public Libraries Act grants library boards the status of a corporation as soon as the library board is established by Council bylaw (section 3(3)).

As such, library boards in Ontario are separate legal entities, which is accompanied by certain obligations and responsibilities.

One example is the library board's status as the Employer of library staff. The library board is required, by the PLA, to appoint a CEO (section 15(2)). The CEO has general supervision over and direction of the library staff. Another example is the requirement to appoint a treasurer and ensure that a bank account, in the name of the library board, is held in order to obtain funds and grants from the Province of Ontario.

Although there are specific areas of autonomy outlined in the PLA, the library board and the municipality benefit when both organizations work together. Many libraries have agreements with their municipalities to provide financial and administrative services, such as payroll, finance, and human resources support. Additionally, many library boards and municipalities adopt similar corporate policies. Facilities is another area where cooperation may lead to substantial cost savings. Many library boards and municipalities have established memoranda of understanding to outline responsibilities in shared administrative and operational costs and services.

Much of the work to align priorities and share services between the library and the municipality will be accomplished by senior staff at both organizations. As a councillor appointed to the library board, you can provide insight and strategic advice regarding the unique aspects of your library-municipal relationship through your familiarity with both organizations.

Although there are specific areas of autonomy outlined in the PLA, the library board and the municipality benefit when both organizations work together.

Appointments to the Library Board and Your Role

Councillors appointed to the library board are an important conduit to maintain two-way flow of communication. At the first meeting of its new term or within sixty days of the first meeting, Council appoints a minimum of five residents of the municipality to the Library Board. In lower or single tier municipalities, the majority of board members appointed must be non-council members. Library boards established by a County may be composed of a bare majority of councillors (PLA, section 9).

Some library boards and municipalities have found it helpful to identify the skills and additional qualifications sought in board members and develop a process to evaluate and select candidates that meet the identified criteria. As a member of the library board, you have the same rights and responsibilities as non-councillor members. At library board meetings, councillors vote as a member of the board, and not as a member of Council.

At times, the dual role of Council and board member can present conflicting perspectives or points of view. As a board member of the library, you have a legal obligation to act in the best interest of the library. When you are at a council meeting, you have similar obligations to the municipality. Although it may seem contradictory at times, when voting on matters at either the board or council, it is important that you cast your vote as a representative of the body to which you've been elected or appointed.

For an online version with links to further information, please visit

<https://resources.olservice.ca/councillor-conseiller>.

For resources on library governance, visit the Governance Hub at

librarygovernance.ca.

About Us

The Ontario Library Service is mandated by the Ontario government to:

- **Increase cooperation and coordination among public library boards and other information providers in order to promote the provision of library services to the public; and**
- **assist public library boards and First Nations public libraries by providing them with services and programs that meet their needs including consulting, training, and development services.**

We save Ontario's public libraries money and time through a variety of programs and services, such as bulk ordering. Last year, our electronic resources consortium ordering program saved Ontario's public libraries a total of \$683,000. Public library staff and board members spent over 10,000 learning hours through our training programs and webinars.

Help is always a quick call or email away.

As part of our mandate, the Ontario Library Service consultants are available to provide guidance and advice to boards and senior library staff. If your board has questions about legislation affecting libraries, board governance, or any other topic in front of the board, please feel free to get in touch at consulting@olservice.ca or call [1-800-387-5765](tel:1-800-387-5765).



Libraries ask for Ontario-wide digital system to ensure equal access to materials



Laptop (iStock Photo) 2015/10/15/iStock_000061742560_Large-e1444954647920.jpg
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By Allison Jones, The Canadian Press

Posted Mar 14, 2023, 10:09AM EDT. Last Updated Mar 14, 2023, 10:10AM EDT.

Ontario's libraries are asking the government to create a provincewide digital public library, to ensure residents in smaller municipalities have the same access to materials as people in large, urban centres.

Libraries are mostly funded by municipalities, so each library system has to purchase their own material, said Dina Stevens, executive director of the Federation of Ontario Public Libraries.

"Many Ontario public libraries, particularly in smaller and First Nation communities, struggle to afford and cannot provide those high-quality resources and ebooks that people in their communities need," she said.

"These e-resources are really expensive, especially when they're purchased on that patchwork, library-by-library basis. So we think something like the ODPL, the Ontario Digital Public Library would be hugely beneficial for smaller urban centres and our rural and northern municipalities, and, of course, our First Nations public libraries."

Ebooks cost three times as much as print books, Stevens said.

"E-resources are extremely expensive, per copy of ebook," she said.

"Since the pandemic we've had a huge increase in need from our communities and demand from our communities for e-resources, ebooks."

Those resources aren't just the latest bestseller novels, Stevens said, rather they include language-learning resources, audio books for kids, and skills training programs for people working on a mid-career change.

The former Liberal government promised to create an Ontario Digital Public Library — though that came mere days before the start of the 2018 election campaign that gutted the party — and similar systems exist in other provinces. Creating one for Ontario would cost the province \$9.4 million per year, Stevens estimates.

Jessica Horne, the assistant to the Cochrane Public Library's CEO, told a legislative pre-budget committee that smaller libraries such as hers are part of a consortium that allows for bulk purchasing, but that idea needs to be expanded.

"We then share all those books with all the libraries that are participating in the bulk purchase," she said.

"So 300 libraries only have access to one James Patterson ebook. They're very expensive."

Libraries are also asking that their provincial funding not be cut. The level of funding has been frozen for more than 25 years, but the libraries are not asking for an increase, just that the level be maintained.

The Public Library Operating Grant that comes from the province makes up a small portion of their budgets, but is critical to support operations, broadband connectivity and pay equity, Stevens said.

The Progressive Conservative government in 2019 cut funding to library services, though not the libraries themselves, affecting inter-library loan services.

A spokesperson for Tourism, Culture and Sport Minister Neil Lumsden said Ontario's libraries are a key pillar in building strong, vibrant communities.

"The increase in digital technology and products has also transformed how Ontarians access information and services," Alan Sakach wrote in a statement.

"The province is providing \$27 million to the public library sector through a range of programs including supports for modernization, including broadband upgrades, public internet access and digital services."

Drag Storytime Returns to Woodstock Public Library

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Thursday, March 16th, 2023 5:32pm

By Keasha Maile [@turtlepowerlive](#)



The was a small group of protestors who attempted to disrupt the event but they were quickly removed and the event went on smoothly.

WOODSTOCK - The Woodstock Public Library was excited to host Drag Storytime this afternoon.

It has been a staple at the library for several years, and the library was able to host it's first in-person storytime event since the pandemic began.

Oxford County Pride President Tami Murray said the event seen an amazing turn out of families with open ears and were excited and ready to learn.



Photo Credit - Twitter: Jordan Kent

"There were about five different books read. All of the books focus on diversity, equity and inclusion. And being different or having different families, and making sure we are looking at how to challenge bullying in the world today."

The was a small group of protestors who attempted to disrupt the event but they were quickly removed and the event went on smoothly.

Tami wanted to thank the community leaders who came out this afternoon to support and lead by example.

16. Attachment d)

London

Supporters outnumber protesters at drag queen storytime in Woodstock, Ont.

People shouted Bible passages at the start but the drag queens carried on with the reading

[Isha Bhargava](#) · CBC News · Posted: Mar 16, 2023 8:36 PM EDT | Last Updated: 4 hours ago



Woodstock, Ont., community members came together in support of a drag story time for children taking place at the public library. (Isha Bhargava/CBC)

A drag queen storytime in Woodstock, Ont., on Thursday was the most recent library event in Canada to be disrupted by protesters.

In this instance, those opposed to the reading by Miss Lita and Galaxy Rose were outnumbered by dozens more people, including the mayor, who came out to supported the event.

- [**Drag storytimes have become a target of hate. Why some families love them anyway**](#)

In recent months, drag storytimes have been a target, including in Calgary last week where [a man was arrested](#) and charged with hate-motivated offences. Earlier in March, [a reading was cancelled in Nelson, B.C.](#) after library staff received threats.

The same thing occurred in Woodstock, library staff said, with people calling to express their disapproval of the event.

"We typically do receive some calls regarding this program at other libraries too," said Megan Cook, manager of public services. "I think the political climate right now is different and I think that's maybe why more people are coming out today."

Miss Lita and Galaxy Rose sang nursery rhymes with the kids and read books to them, interrupted at the beginning of the session by people shouting bible passages. The rest of the event was peaceful.



Drag queen, Miss Lita says it's uncomfortable being in a threatening environment but also important since their livelihood depends on drag performances and story times. (Isha Bhargava/CBC)

But the tension in the room was challenging for Leighland Weldrick, who performs as Miss Lita.

"This is my job and it's how I make a living, so for me to contemplate whether or not I'm going to cancel an event like this because it's being so heavily threatened, directly impacts my wellbeing and it weighs on you sometimes," Lita said.

Lita's fears have increased as more U.S. states pass legislation restricting drag. Last week in London, Lavish, a bar known as the city's [only gay nightclub](#) faced backlash after it cancelled an all-ages university event because it was set to feature drag performers.

"A lot of times it's empty threats but with the climate in the States the way it is, it just seems like it's getting a lot worse and it's quite uncomfortable to come out and do things like this, but we have to because it's for the kids," Lita said.

- **AS IT HAPPENS** Tennessee law restricting drag is the 1st of many such proposed bills in the U.S.
- Transphobia is gaining ground in the U.S. Gender-diverse people in Canada worry it could happen here

Kids are too young for this, say protesters



A supporter holding a sign to 'teach love not hate.' (Isha Bhargava/CBC)

Outside of the library where protestors and supporters gathered, Oksana Sawiak questioned whether the event was appropriate for children.

"Choices are fine when you're educated to know what's best for you, but children shouldn't be given choices when they're not equipped for it," she said. "With adults it's a different matter and I support everyone's choices."

Irene Bom hoped children would be taught what a drag queen does, instead of only focusing on the books.

"There are many mixed messages to the children and to adults, and open communication would be very helpful," Bom said. "Why not be open and really promote diversity? I would like to see all communities represented."

Bom said she felt people yelling Bible passages was inappropriate and she wants to engage in open dialogue so people understand each other.

Mayor, other supporters 'disappointed' by rhetoric



Woodstock Mayor, Jerry Acchione attended the story time to show his support for the drag community. (Isha Bhargava/CBC)

Woodstock's Mayor Jerry Acchione attended the event to show his support after he heard there might be a protest from constituents.

"I was really disappointed how some people feel the need to dictate to others how they should feel or dress and I'm kind of shocked by it," he said, noting it's a parent's choice where they take their children.

Lenore Butcher, a longtime Woodstock resident, agreed and made a point of reorganizing her lunch break to be on-hand to show her support for drag storytime.

"It's people in costumes reading stories to your children and it's not harmful, it's fun," Butcher said. "Having a mind open to the diversity and beauty in the world is important."

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News / Local News



Woodstock Public Library celebrates return of Drag Storytime

The library's program room is usually filled to capacity with children and their families during these sessions.

Sentinel-Review staff

Published Mar 16, 2023 • 1 minute read

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Ms. Nico, left, and Ms. Nikki host a previous Drag Storytime event at the Woodstock Public Library. Sentinel-Review file photo

After a pandemic-prompted pause, the Woodstock Public Library resumed its popular Drag Storytime event during this week's March Break.

A staple of programming at the city library for a number of years, its return was eagerly anticipated, the chief librarian said in a release.

This family-friendly program, Lindsay Harris noted, is "designed to celebrate inclusion, diversity and self-love while simultaneously supporting members of marginalized communities with the City of Woodstock and Oxford County."

The Drag Storytime program has long been embraced by the Woodstock community, Harris said. Usually, the library's program room is filled to capacity with children and their families during these sessions, she added.

"At our core, libraries embrace the values of intellectual freedom, diversity, inclusivity and empathy," Harris said. "We promote kindness, understanding, respectful dialogue and inclusive spaces for all.

"Drag Storytimes specifically foster empathy, a love of reading and imaginative play."

The library's March Break programs, including Drag Storytime, continue throughout this week. All of the programs are free and details can be found at the library website at www.mywpl.ca.

"We are excited to be hosting an in-person Drag Storytime once again and expect a full house," Harris said.
