Richmond Hill Public Library

A Regular Meeting of

the Richmond Hill Public Library Board

will be held in Meeting Room 2 at the Oak Ridges Branch Library

on Thursday, March 6, 2025 at 4:00pm

AGENDA

Present:

Mona Shahnazari, Chair

Stephen Chait

Jason Cherniak

Councillor Carol Davidson

Councillor Castro Liu

Sadra Nasseri

Jennifer Paige, Vice Chair

Councillor Scott Thompson

Shelly Wu

Staff:

Bruce Gorman, CEO

Joshua Dyer, Director, Collections & Community Engagement

Robin Fribance, Director, Strategy & Service Innovation

Yunmi Hwang, Director, Customer & Branch Experiences

Shawn Dillon, Finance & Administrative Assistant

Shaun McDonough, Business Intelligence and Data Analyst

1.0   Call to Order

2.0   Land Acknowledgement Read by Board Chair

We are gathering on lands that have been home to First Nations Peoples from time immemorial. We acknowledge that what we now call Richmond Hill is on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation and the Mississauga and Chippewa Nations of the Williams Treaty. We also recognize that we are on part of the traditional territories of the Haudenosaunee and the Huron Wendat.

We would also like to acknowledge all First Nation, Inuit and Métis peoples from across North America, also known as Turtle Island, who now reside in the City of Richmond Hill. We are committed to rebuilding constructive and cooperative relationships.

3.0   Regrets

4.0   Adoption of Agenda

>   **4.1   Opening Remarks Board Chair**

>   **4.2   Adoption of Agenda**

5.0   Disclosure of Pecuniary Interest and the General Nature Thereof

6.0   Delegations

>   None

Approval of Consent Agenda Items

All Consent Agenda Items (*) are considered to be routine, which require no discussion or debate, and are recommended for approval by the Chair. They may be enacted in one motion or any item may be held for discussion.

7.0   Minutes

>   **7.1   *Library Board Draft Minutes – Jan 16, 2025**

8.0   Presentations

None

9.0   Reports

9.1   Richmond Hill Public Library Q4 Strategic Plan Project Report SRLIB25.05

9.2   Richmond Hill Public Library Unattended Children Policy Review Report SRLIB25.06

10.0   New Business

10.1   New Motions

10.1.1

10.2   *Correspondence

10.2.1   Express Branch Launch

- https://www.yorkregion.com/news/no-library-branch-no-problem-richmond-hill-kiosks-will-bring-books-to-these-community-centres/article_89d525d0-9122-550b-b1be-b0581c90ba5a.html

- https://www.newmarkettoday.ca/local-news/richmond-hill-library-expanding-reach-with-on-the-go-kiosks-10220527

- https://www.onrichmondhill.com/?q=articles/rhpl-go-express-kiosks

10.3   CEO Updates – B. Gorman

11.0   <u>Date of Next Meetings</u>

The next Regular Meeting of the Library Board will be held on:

Thursday, April 17, 2025 @ 4:00 p.m. at Central Branch

12.0   <u>Adjournment</u>

Please advise Bruce Gorman and Shawn Dillon of regrets for attendance, by noon of

the day of the meeting at e-mail: bgorman@rhpl.ca and sdillon@rhpl.ca

Richmond Hill Public Library

The Richmond Hill Public Library Board

Thursday, January 16, 2025

MINUTES

The Richmond Hill Public Library Board held a regular meeting on Thursday, January 16, 2025 at 4:00 p.m. in Meeting Room B at Central Branch, 1 Atkinson Street, Richmond Hill, Ontario.

Present:

Mona Shahnazari, Chair

Stephen Chait

Jason Cherniak

Councillor Carol Davidson

Councillor Castro Liu

Sadra Nasseri

Jennifer Paige, Vice Chair

Councillor Scott Thompson

Shelly Wu

Staff:

Bruce Gorman, CEO

Joshua Dyer, Director, Collections & Community Engagement

Robin Fribance, Director, Strategy & Service Innovation

Yunmi Hwang, Director, Customer & Branch Experiences

Shawn Dillon, Finance & Administrative Assistant

1.0   Call To Order

The Chair called the meeting to order at 4:01 p.m.

2.0   Land Acknowledgement read by Board Chair

3.0   Regrets

4.0   Adoption of Agenda

Motion:

25:01

Moved by:

Stephen Chait

Seconded by:

Sadra Nasseri

CARRIED UNANIMOUSLY

5.0   Disclosure of Pecuniary Interest and the General Nature Thereof

There were no disclosures of pecuniary interest.

6.0   Approval of Consent Agenda Items

Motion:

25:02

Moved by:

Councillor Carol Davidson

Seconded by:

Jason Cherniak

THAT the Richmond Hill Public Library Board approves the consent agenda.

CARRIED UNANIMOUSLY

7.0   Minutes

7.1   Library Board Draft Minutes – Dec 12, 2024 (Adopted by Consent)

Motion:

25:03

Moved by:

Councillor Carol Davidson

Seconded by:

Jason Cherniak

THAT the Draft Minutes of February 15, 2024 be adopted.

CARRIED UNANIMOUSLY

7.2   Intellectual Freedom Steering Committee Minutes – Mar 22, 2024 (Received by Consent)

Motion:

25:04

Moved by:

Councillor Carol Davidson

Seconded by:

Jason Cherniak

THAT the Intellectual Steering Committee Meeting Draft Minutes of March 22, 2024 be received.

7.3   Intellectual Freedom Steering Committee Draft Minutes – October 24, 2024 (Received by Consent)

Motion:

25:05

Moved by:

Councillor Carol Davidson

Seconded by:

Jason Cherniak

THAT the Intellectual Freedom Steering Committee Draft Minutes of October 24, 2024 be received.

CARRIED UNANIMOUSLY

8.0   Presentation

None

9.0   Reports

9.1   Richmond Hill Public Library Code of Conduct Policy Update and New Unattended Children Policy Report SRLIB25.01

Motion:

25:06

Moved by:

Stephen Chait

Seconded by:

Jason Cherniak

THAT the That the Richmond Hill Public Library Board:

1.   Receive the *Richmond Hill Public Library Code of Conduct Policy Update* report; and

2.   Adopt the attached *Draft Richmond Hill Public Library Code of Conduct Policy*

CARRIED UNANIMOUSLY

 Motion:

25:07

Moved by:

Councillor Carol Davidson

Seconded by:

Sadra Nasseri

THAT the That the Richmond Hill Public Library Board:

1. Receive the *Richmond Hill Public Library Unattended Children Policy Update* report; and

2. Direct staff to seek review of the *Richmond Hill Public Library Unattended Children Policy* by legal counsel; and

3. Refer the policy back to the Board for final approval following the completion of the review by staff and legal counsel.

CARRIED UNANIMOUSLY

9.2   Public Art Policy Update Report SRLIB25.02

Motion:

25:08

Moved by:

Councillor Carol Davidson

Seconded by:

Jennifer Paige

THAT the That the Richmond Hill Public Library Board:

1. Receive the *Public Art Policy Update* report;

2. Adopt the attached *Draft Public Art Policy*

9.3   Display Policy Update Report SRLIB25.03

Motion:

25:09

Moved by:

Jason Cherniak

Seconded by:

Councillor Carol Davidson

THAT the That the Richmond Hill Public Library Board:

1. Receive the *Display Policy Update* report;

2. Adopt the attached *Display Policy*

CARRIED UNANIMOUSLY

9.4   Meeting Room Rental Policy Update Report SRLIB25.04

Motion:

25:10

Moved by:

Stephen Chait

Seconded by:

Jennifer Paige

THAT the That the Richmond Hill Public Library Board:

3. Receive the *Meeting Room Rental Policy Update* report;

4. Adopt the attached *Meeting Room Rental Policy*

   CARRIED UNANIMOUSLY

10.0   New Business

10.1   New Motions

10.2   Correspondence (Consent)

   10.2.1 *CBC article on e-book usage:
   https://www.cbc.ca/news/canada/ottawa/ottawa-library-e-books-queues-1.7414060 – B. Gorman

10.3   Member Announcements

   10.3.1 CEO Update – B. Gorman

11.0   Date of Next Meeting

The next Regular Meeting of the Library Board will be held on:

Thursday, February 20, 2025 @ 4:00 p.m. at Central Branch.

12.0   Adjournment

Motion:

25:12

Moved by:

Councillor Carol Davidson

Seconded by:

Sadra Nasseri

THAT the meeting be adjourned at 4:56 p.m.

CARRIED UNANIMOUSLY

Approved by:

Mona Shahnazari   Bruce Gorman
Chair   CEO

Richmond Hill Public Library

Subject: 2024 Q4 Strategic Plan Progress Report

For: Receipt

Date: March 6, 2025

Report #: SRLIB25.05

To: Richmond Hill Public Library Board

From: Robin Fribance, Director, Strategy and Service Innovation

SUMMARY

This is the Q4 2024 update to the Richmond Hill Public Library Board on the progress on our Strategic Plan.

Progress on Strategic Plan Priorities is proceeding well, although three initiatives have been paused due to the turnover in the CEO position. Two initiatives that had been back-burnered (small business/entrepreneurship initiative & sustainability initiative) have begun to move ahead, albeit the sustainability initiative is smaller in scope than initially conceived.

Q4 saw continued progress on the remaining initiatives. With 12 months remaining until the sunset of the 2021-25 Strategic Plan, inclusive of those noted above, out of 33

initiatives, three are being re-evaluated from the perspective of timing as related to the change in Library leadership and one is likely to be postponed to a later date and will be dependent on funding in 2026 or later.

Progress on Strategic Plan Objectives remained mixed as the year came to a close, which may be showing shifts in customer behaviour. For example, in-branch computer usage fell below the target while WiFi use was well above target, which could indicate that customers are increasingly bringing their own devices to the Library and relying less on our computers. Similarly circulation of physical items declined while digital circulation and database use increased.

Digital activity, in general, remained strong across departments, as were community engagement and membership.

RECOMMENDATION

That the Richmond Hill Public Library Board receive the 2024 Q4 Strategic Plan Progress Report for information.

Q1 2024 PROGRESS

Strategic Plan Priorities

Priority 1: Inspiring In-person Experiences

P1.1 Launch New Central Café   Completed

P1.2 Modernize Meeting Room Facilities   Completed

SRLIB25.05   *Page **2** of **13***

Completed ahead of schedule. All branches now have

hybrid meeting technologies.

P1.3 Develop RHPL Master Plan	Completed

Plan approved by the Board May 2024.

P1.3a Explore Branch Specialization	Completed

Dependency: P1.3 RHPL Master Plan

Assessment completed as part of Master Plan research.

P1.3b Access After-hours Model	Completed

Dependency: P1.3 RHPL Master Plan

Assessment completed as part of Master Plan research.

P1.4 Redesign Service Model	On track

Dependency: Organization realignment

Expected completion 2025

Priority 2: Accelerated Digital Experiences

P2.1 Redevelop RHPL Website	On track

External dependency: CRH IT, Procurement

Phase 1 completed May 15, 2023. Phase 2 completed

March 2024. Full site completion Q2 2025.

P2.2 Develop Digital Product Strategy	On track

In final review stage.

P2.3 Integrate Personalization	On track

Dependency: CRM System procurement & onboarding.

Initial work underway with the onboarding of the new catalogue; will be completed with implementation of the CRM in 2025-26.

Priority 3: Customer- and Mission-focused Content

P3.1 Develop Future-ready Content	On track

Ongoing

P3.2 Support Entrepreneurs & Small Business	On track

Partnership with the SBEC resulted in multiple initiatives (1:1 Business Consultations and numerous programs on small business development and supporting women in business)

P3.3 Enhance Multilingual Offerings	On track

Being integrated into multiple department plans for ongoing work. Expanded multilingual digital collection and storytimes through 2024. Multilingual Community Advisory Group held kick-off meeting.

P3.4 Expand Membership in Relevant Organizations	On track

No new activity in Q4 2024.

Activities to date includes: partnership with Soulpepper Theatre, Black Creek Pioneer Village, Richmond Hill Performing Arts Centre; Experience Passes (museums, attractions) to ROM, McMichael Collection.

Priority 4: Expanded & Deeper Engagement

P4.1 Develop a Brand Strategy & New Identity	Completed
P4.2 Build & Execute a Marketing & Media Plan	Completed
P4.3 Integrate Proof Point of Library Value into Customer Journeys	On track
Dependency: P4.1 Brand Identity, P4.2 Marketing Plan	
2023 SROI complete.	
P4.4 Build Librarians into Personalities	On track
Dependency: P2.1 Website	
With the implementation of BiblioCommons, enhanced book lists and integration with social media.	
P4.5 Develop a Literacy Initiative	On track
Early Literacy Toolkit in development	

Priority 5: Insights & Innovation

P5.1 Create an Innovation & Insights Strategy	Completed
P5.2 Develop Innovation & Foresight Capabilities	On track

Dependency: Organization realignment

Ongoing

Priority 6: Information & Technology Advancement

P6.1 Application Management Program	On track

External dependency: CRH IT

Ongoing

P6.2 Expand Collaboration Tools	On track

External dependency: CRH IT

Partially complete with Outlook, Teams, Sharepoint in place. OneDrive implementation began in late 2024.

P6.3 Develop Data Strategy	Completed

Priority 7: Effective Governance

P7.1 Develop Financial Sustainability Strategy	On hold

On hold pending onboarding of CEO.

P7.2 Conduct Board Governance Review	On hold

On hold pending onboarding of CEO.

P7.3 Develop Environmental Sustainability Strategy	On track

Collaborating with CRH on bird-friendly initiative.

P7.4 Develop Department Plans	On track

Dependency: Organization realignment

Customer Experience, Digital Transformation in final review stages. All others complete.

Priority 8: Expanded & Deeper Partnerships

P8.1 Participate at Local/Regional Planning Tables   On track

Dependency: Organization realignment

Incremental start, plan included in Community Engagement Department Plan.

P8.2 Broaden Library Best Practices   On track

No new activity in Q4 2024.

Activities to date includes:

- Library visits to Vancouver area, Calgary, Seattle, Washington DC, Cambridge, Barrie
- Employee Performance Assessment program
- Governance committee
- Leadership on CULC Futures Lab
- Steering Committee for OLS "Valuing Ontario Libraries" initiative (social return on investment)
- Member of ULC Strategic Plan Steering Committee
- Initiated Multicultural Community Advisory Group
- York Region Collaborative Programming Partnership

P8.3 Expand Volunteer Program   Not started

Dependency: Organization realignment

May be deferred due to funding.

Priority 9: High-performance Organization

P9.1 Develop Culture   On track

Ongoing; Culture survey completed in Q2, with action plans being developed in Q4 and onto 2025 based on the results.

P9.2 Develop Performance Management Program   On hold

External dependency: CRH HR and Organization realignment.

On hold pending onboarding of CEO.

P9.3 Align Org Structure to Strat Plan   Completed

Strategic Plan Objectives

RHPL has identified three indicators of Library health: Customer Use, Customer Satisfaction, and Customer Retention and Growth. When assessing progress toward strategic objectives, RHPL measures the success of the customer journey through the stages of interaction, perception, and outcome.

Key considerations this quarter include:

- On slides 33-34, this report is measuring engagement through newsletter subscribers differently than in past reports. In order to understand newsletter subscriber behaviour more holistically, we are measuring existing subscribers,

new subscribers, and unsubscribes in relation to one another. Additionally, at the behest of the board, we are measuring newsletter subscribers as a percent of membership. These new measures more accurately reflect newsletter subscribers and replace the prior KPI 'Newsletter Subscriber Growth'.

- Visitor Data: With the implementation of modern people counting technology in each branch, this report reflects more accurate visitor counts which will become the default source of visits moving forward.

KPIs measure RHPL's four Customer Priorities, specifically the progress toward accomplishing the objective associated with each priority. The four priorities and their associated KPIs are:

Priority 1: Inspiring In-person Experiences

Strategic objective: Provide creative, flexible, convenient, and inclusive community spaces and service excellence.

Computer Logins

The total number of computer logins across all branches in the quarter. Demonstrates interaction with in-branch computer offerings, including desktop computers and Early Learning Stations (ELS), which are computers designed specifically for children.

Quarterly Result: Usage of RHPL computers in Q4 2024 decreased by 7.1% compared to Q3 2024. A decrease in usage for ELS stations is largely attributable to some computers being offline during the quarter. RHPL finished the year 93% towards the annual target, 7% below expectations for the year.

WIFI Usage

The total number of Wi-Fi logins during the quarter. Demonstrates customer interaction with library-provided Wi-Fi.

Quarterly Result: In Q4 2024, the number of WiFi sessions increased 22.7% over Q3 2024. At the end of the year, RHPL surpassed the annual target by 20.5%, significantly outperforming expectations for 2024.

In-person Visits

The total number of customers who visited a branch in the quarter. Demonstrates the outcome of initiatives intended to drive traffic to the branches.

Quarterly Result: n Q4 2024 visitor traffic increased by 7.9% compared to Q3 2024. Visitor traffic finished 2024 at 98.8% of the annual target.

Priority 2: Accelerated Digital Experiences

Strategic Objective: Modern digital experiences to deliver products and services more widely, intuitively, effectively and efficiently.

Mobile App Users

The number of customers who used the RHPL mobile app, demonstrating interaction with the digital branch via mobile devices.

Quarterly Result: August was the first month RHPL began receiving data from Android users. Q4 2024 saw an average of 1,455 monthly unique App users, demonstrating a steady return of customers to the mobile branch.

Website Sessions

Measures each time a customer lands on the RHPL website, demonstrating interaction with, or use of, the digital branch.

Quarterly Result: In Q4 2024, RHPL website sessions were virtually unchanged (< 0.1%) from Q3 2024 totals. At the end of Q4 2024, RHPL's website sessions were 201.1% above the annual target.

Web Events

The number of customer interactions on rhpl.ca, such as a download, form submission, or button click. Demonstrates the outcome of improving our website functionality and content by measuring customer engagement with the site's functions and offerings.

Quarterly Result: Web events increased 1.9% in Q4 2024 compared to Q3 2024. Similar to website sessions, in Q4 2024 total customer website interaction were 264% above the annual target.

Priority 3: Customer & Mission-focused Content

Strategic Objective: Evolve curated offerings to always be relevant to our community through a future-ready approach.

Circulation

The total number of items checked out and renewed in the quarter (digital and physical). Demonstrates the outcome of customer engagement with the RHPL collection, including as a result of marketing, website and catalogue improvements, as well as collection development initiatives.

Quarterly Result: Total circulation declined 3.2% in Q4 2024 compared to Q3 2024. In Q4, **database** usage & **digital** circulation increased, while **physical** circulation was down 12%. By the end of 2024 RHPL was 95.3% toward the annual target of 1.9m items circulated, slightly below expectations.

Program Attendees

The total number of program participants in the quarter.

Quarterly Result: The number of program attendants dipped Q4 2024 compared to Q3 2024 by 6.1%. At the end of 2024, RHPL surpassed the annual target of program attendees by 28%.

Average Program Attendance Rate

The average number of customers across all programs in the quarter, measuring the outcome of program-related offerings.

Quarterly Result: In Q4 2024, the average program attendance rate remained constant with an average of 70% attendance across all programs. The program attendance rate finished the year slightly above the annual target range.

Priority 4: Expanded & Deeper Engagement

Strategic Objective: Build Customer relationships, awareness and appreciation of our services and value.

Membership

The total number of new & renewed memberships in the quarter, demonstrating the outcome of customer interaction and satisfaction with library offerings through retention and growth of members.

Quarterly Result: The total number of renewed members in Q4 2024 was down 28.9% from Q3 2024. Membership renewals exceeded the annual target by 3.5%. The total number of new members in Q4 2024 was down compared to Q3 2024 by 18.8%. Total new members was 5.6% lower than Q4 2023. In 2024 new members finished the year, 2.6% above the annual target. The number of lapsed members in Q4 2024 decreased by 32% above Q3 2024.

NEW: Newsletter Subscribers

The number of newsletters subscribers, newly acquired subscribers, and lost subscribers in the quarter.

Quarterly Result: In Q4 2024, the number of new newsletter subscribers grew 5.7% over Q3 2024. The number of newsletter subscribers was 26.7% higher in Q4 2024, than it was in Q4 2023. The total number of members who unsubscribed from the newsletter in Q4 2024, was 41, demonstrating highly successful newsletter retention.

NEW: Newsletter Subscribers as a Percentage of Membership

The percentage of members that are subscribed to the RHPL newsletter.

Quarterly Result: In Q4 2024, 45% of members were signed up to receive the RHPL newsletter, a slight improvement over the previous four quarters.

Newsletter Click-to-open Rate (CTOR)

The percent of customers who clicked on a link in RHPL newsletters, demonstrating engagement with RHPL content.

Quarterly Result: The CTOR decreased by 12.2.% in Q4 2024 but remained within the target range. The CTOR in Q4 2024 was 14.2% higher than Q4 2023.

Social Media Engagement Rate

The average number of interactions made by followers across RHPL social media channels, demonstrating engagement with RHPL content.

Quarterly Result: The social media engagement rate increased by 26.2% exceeding the target range in Q4 2024. Compared to the same time last year, the social media engagement rate increased 2.97% in Q4 2024 compared to Q4 2023.

RELATED DOCUMENT

1. Strategic Plan Progress Q4 2024 Slides

Richmond Hill Public Library

Subject: Review of Unattended Children's Policy

For: Approval

Date: March 6, 2025

Report #: SRLIB25.06

To: Richmond Hill Public Library Board

From: Yunmi Hwang, Director, Branch & Customer Experiences

SUMMARY

At the request of the Library Board, staff conducted a review of the Library's Unattended Children's Policy, specifically examining the appropriate minimum age for children to be left unattended in the library.

Based on the findings from the City Solicitor's Office and the City's Recreation & Culture policies, staff recommend no change to the current minimum age requirement in the proposed Unattended Children's Policy.

RECOMMENDATION

That the Richmond Hill Public Library Board:

1. Approve the new Unattended Children Policy

RATIONALE

Background

At the request of the Library Board, staff conducted a review of the Library's Unattended

Children's Policy, specifically examining the appropriate minimum age for children to be left unattended in the library. To ensure legal compliance and alignment with community standards, staff consulted the City Solicitor's Office and the Recreation Program Manager.

Legal and Community Standards Considerations

The City Solicitor's Office recommended reviewing the Collingwood Public Library's policy, which states that children aged **12 and older** may use the library independently. However, it also emphasizes that caregivers remain responsible for the behavior of children up to the age of **16** while in the library.

The City Solicitor's Office also highlighted Section 136 (3), (4) of the *Child, Youth and Family Services Act*, 2017, which indicates that a child younger than **16** needs supervision and care.

Additionally, the City's Recreation & Culture Department has relevant procedures that were reviewed:

- The **Safe Dismissal of Children from Recreation Programs** procedure allows children aged **10 and older** to sign themselves out of a program with written parental consent. Children **13 and older** may sign themselves in and out and also serve as an authorized pick-up person.

- The **Swimming Program** guideline states that children aged **10 and older** may swim without a parent or guardian but are advised to swim with a buddy.

Staff Recommendation

Based on the findings from the City Solicitor's Office and the City's Recreation & Culture policies, staff recommend **no change** to the current minimum age requirement in the proposed Unattended Children's Policy. The existing policy remains consistent with both legal guidance and community standards for child supervision in public spaces.

RELATED DOCUMENTS

1. Proposed new Unattended Children Policy dated March 6, 2025
2. Government of Ontario. 2017. *Child, Youth and Family Services Act, 2017, S.O. 2017, c.14, Sched.1.* *https://www.ontario.ca/laws/statute/17c14*
3. Collingwood Public Library. 2023. *Unattended Children Policy* *https://www.collingwoodpubliclibrary.ca/Media/Library-Sites/collingwood/Files/unattended-children*
4. City of Richmond Hill, *Safe Dismissal of Children from Recreation Programs Procedure* (Richmond Hill: Recreation & Culture Department, 2017
5. City of Richmond Hill. "*Age Restriction for Swimming.*" Accessed Feb 26, 2025. https://www.richmondhill.ca/en/things-to-do/Swimming.aspx#Age-Restrictions

Richmond Hill Public Library

UNATTENDED CHILDREN POLICY

1.0   PURPOSE

The Richmond Hill Public Library (Library) is committed to providing a safe and welcoming environment for customers of all ages. This policy aims to ensure the safety of children while in the Library and to clarify the responsibilities of parents, guardians, caregivers, and Library staff regarding children in the Library. All customers are expected to abide by the Library's Code of Conduct Policy.

2.0   DEFINITIONS

For this policy, the following definitions apply:

- **Child/Children:** All persons who are under the age of 18.
- **Caregiver**: Anyone 12 years of age or older to whom the parent or guardian has given responsibility for the care of the child.
- **Parent or Guardian:** The person who has legal responsibility for the child.
- **Unattended Child**: A child left without visible supervision by a parent, guardian or caregiver. Visible supervision means that the parent, guardian, or caregiver is in the Library and aware of the child's whereabouts in the space.

3.0   POLICY STATEMENT

3.1   Unattended Children:

a. A child aged 12 or older may use the Library independently, but parents or guardians are still responsible for the behaviour and safety of their child, including ensuring that they follow the Library's policies.

b. If a child aged 11 or under is left unattended without a parent, guardian, or caregiver, Library staff will first attempt to contact the parent or guardian. If

a parent or guardian cannot be reached, the Library staff may contact local authorities, such as police or Children's Aid Society, to ensure the child's safety.

c. Library staff cannot assume responsibility for the care, supervision, or safety of children left unattended in the Library.

d. In the case of an emergency, Library staff will take appropriate action to ensure the safety of a child regardless of their age, including contacting emergency services if necessary.

3.2 Library Programs:

a. Children attending Library programs are supervised by Library staff only during the scheduled program time. A parent, guardian or caregiver must remain in the Library if their child is under 12 years old.

b. For some programs, a parent, guardian, or caregiver is required to attend with their children.

c. Library staff are not responsible for children left unattended before or after Library programs.

3.3 Disruptive Behaviour:

a. Children, like all Library customers, are expected to comply with the Library's Code of Conduct Policy. Disruptive or inappropriate behaviour will not be tolerated.

b. If a child is disruptive and exhibits inappropriate behaviour, Library staff may ask the child and the parent or guardian to leave the Library. In the absence of a parent or guardian, the staff may contact the parent or guardian or local authorities.

3.4 Duty to Report

a. The Child, Youth and Family Services Act, 2017 (CYFSA) recognizes that each of us has a responsibility for the welfare of children.

b. When Library staff have reasonable grounds to suspect that a child is or may be in need of protection[1], they have the authority to report the concern to the local Children's Aid Society.

4.0   References and Related Policy

- Child, Youth and Family Services Act, 2017, S.O. 2017, c. 14, Sched. 1, https://www.ontario.ca/laws/statute/17c14
- RHPL Code of Conduct Policy

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[1] Reporting Child Abuse and Neglect: It's Your Duty, https://files.ontario.ca/pdf-3/mccss-report-child-abuse-and-neglect-en-2022-03-31.pdf