



STAFF REPORT ACTION REQUIRED

Requests for Reconsideration and Administrative Policy Updates

Date: June 19, 2023
To: Toronto Public Library Board
From: City Librarian

SUMMARY

The purpose of this report is to seek approval of two policies to align with the Toronto Public Library (TPL) Intellectual Freedom Statement (IF). The two policies have been updated to include a 'Requests for Reconsideration' section in addition to some administrative changes. The new requests for reconsideration sections provide direction on how customers can provide feedback and request for reconsideration related to the purpose of the two TPL policies. TPL will continue to review policies to align with the IF Statement as they are updated. The two updated policies for approval are:

- Programming Policy
- Use of Library Space for Art Exhibits Policy

These policy updates reinforce [TPL's Vision, Mission and Values](#) and identify the transparent process for request for reconsideration of these programs and

services to ensure that all staff and stakeholders are aware of how the library is upholding its values.

These request for reconsideration updates also enhance the customer experience by outlining library values and obligations. The Library will work to empower all staff with tools to implement the updated policies through procedures. TPL staff will respond to and track all requests for reconsiderations and update the Board on these requests in the annual Intellectual Freedom Challenges Board report.

Each policy also has some recommended administrative changes and updates. The recommended update to the Programming Policy includes removal of the word “partner”, replacing with the terms “collaboration” and “collaborators”. The recommended changes to the Use of Library Space for Art Exhibits Policy include removal of the nominal \$20 fee that is currently charged, and reference to specific insurance information has been replaced by the inclusion of mention of a new formal written contract, which outlines the rights and responsibilities of each party. Each policy has updates to the Accountabilities section reflecting the current responsibilities of TPL Directors.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves the revised Programming Policy, appended as Attachment 1; and
2. approves the revised Use of Library Space for Art Exhibits Policy, appended as Attachment 2.

FINANCIAL IMPACT

There is no financial impact beyond what has already been approved in the current year’s budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

ALIGNMENT WITH STRATEGIC PLAN

Implementation of the sections will enable TPL to advance its strategic priorities by further demonstrating the library's commitment to Intellectual Freedom.

EQUITY IMPACT STATEMENT

The new sections and administrative updates to these two policies will have a positive impact on equity-deserving groups as they further document in policy TPL's commitment to Intellectual Freedom and its mutually reinforcing statement on Equity, as well as further reduce barriers to accessing library services

DECISION HISTORY

As of 2018, the 2017 Intellectual Freedom Challenges report has included a summary of the requests for reconsideration based on the criteria outlined in the policies related to library materials, programs, space and use of technology. The expansion of the report continues to provide a comprehensive view of challenges related to intellectual freedom.

On December 5, 2022, the TPL Board approved the Library's [Intellectual Freedom Statement](#). The Statement reinforces TPL's Vision, Mission, Values, and helps to expand the understanding of library values among customers and staff. The principles outlined in the Statement provide transparency in the principles TPL actively promotes.

On December 5, 2022, the TPL Board [reaffirmed its endorsement](#) of Canadian Federation of Library Association's (CFLA) Statement on Intellectual Freedom and endorsed the Urban Library Council's (ULC) Declaration of Democracy. The Library Board's endorsement of the CFLA and ULC statements advances TPL's strategic priority of providing the vital ingredients for a democratic society as well as the role of the public library in contributing to a free and just democratic society.

On April 25, 2022, the TPL Board approved the [Toronto Public Library Policy Development Framework](#). The framework outlines the legislative framework and requirements underpinning TPL's policies, and the relationship between different policy documents, including Statements.

COMMENTS

Requests for Reconsideration Updates

The requests for reconsideration development happened in accordance with TPL's Policy Development Framework. TPL staff reviewed similar sections published by other public libraries, library and public sector organizations and TPL partner organizations.

The request for reconsideration sections recognize TPL's priority of providing the vital ingredients for a democratic society including the following outcomes:

- facilitating and defending access to information;
- supporting an informed citizenry and empowering everyone to engage in civic life;
- increasing programming and spaces dedicated to civic engagement and exchange of ideas; and
- understanding and breaking down barriers to access and increasing inclusion to ensure that everyone who wants to use the library feels welcome and represented in TPL spaces and is able to access collections and services.

Intellectual freedom is a fundamental principle and core value for public libraries. Libraries have been a democratizing force in the modern world, promoting literacy and a literate population, free and open access to diverse information and ideas, supporting intellectual freedom, lifelong learning, preserving the past and protecting personal privacy. At TPL, intellectual freedom means supporting and facilitating the free exchange of information and ideas in a democratic society, and respecting each individual's rights to privacy and choice. Democracy is preserved by making available the widest possible range of viewpoints, opinions and ideas, including those, which some consider unacceptable, unconventional or unpopular, provided of course, these expressions are not violating any laws.

The requests for reconsideration sections in these two policies provide direction to the public on the scope and process for requesting a reconsideration of a specific TPL decision to offer programming and use of library space for art exhibits. Library customers who object to specific programs or use of library space for art exhibits may submit a written request for

reconsideration, if they feel that the content of the program is not consistent with the criteria outlined in these policies or TPL's Intellectual Freedom and Equity Statements. Requests for reconsideration will be considered by staff and a response communicated to the customer who submitted the request following completion of a staff review. Programs and art exhibits will proceed while the request is being reviewed. If the customer who submitted the request is not satisfied with the response, they may submit a written appeal within seven days of the response to have the response reviewed by the City Librarian, whose decision shall be final. This may occur after the program has taken place.

The revised policies will come into effect upon Board approval and annual reporting to the TPL Board on Intellectual Freedom Challenges will continue.

Administrative Updates

The recommended administrative updates to the Programming Policy include removal of the word “partner” because it has specific legal definitions and implications that are not intended or valid. The terms “collaboration” and “collaborators” are proposed for use instead. The updates to the Accountabilities section reflects the current responsibilities of TPL Directors. The list of recommended changes to the Programming Policy are:

- removal of the word “partner” because it has specific legal definitions and implications not intended with the transition to the terms “collaboration” and “collaborators” instead;
- addition of language to reference TPL’s new Equity and Intellectual Freedom Statements to ensure inclusivity in the underlying principles;
- addition of the Request for Reconsideration of a Program section; and
- update to the Accountabilities section to reflect current responsibilities of TPL Directors.

The recommended changes and administrative updates to the Use of Library Space for Art Exhibits Policy include removal of the nominal \$20 fee that is currently charged. This change will further reduce barriers for artists seeking to access this service. Reference to specific insurance information has been removed and replaced by the inclusion of mention of a new formal written contract, which outlines the rights and responsibilities of each party.

The list of recommended changes to the Use of Library Space for Art Exhibits Policy are:

- removal of the nominal fee of \$20 currently charged;
- addition of language to reference TPL's new Equity and Intellectual Freedom Statements to ensure inclusivity in the underlying principles;
- addition of the Request for Reconsideration of Exhibits or Individual Works in an Exhibit section;
- removal of specific insurance information and inclusion of mention of a new formal written contract, which outlines the rights and responsibilities of each party;
- update to the Accountabilities section to reflect current responsibilities of TPL Directors;
- update to the new policy template format which required updates to text placement; and
- minor wording changes to improve the clarity of the policy.

IMPLEMENTATION POINTS

Federal, provincial and local laws, and TPL's Vision, Mission and Values set the foundation for the work of the Library, and implementation of the request for reconsideration sections provides further opportunity to be transparent in this work.

Communications plans will be developed and implemented in fall 2023 to support requests for reconsideration and TPL's processes for how library customers may engage the Library to challenge services.

Tools and training will be developed for staff to help implement the request for reconsideration sections. The transparent processes for challenges and annual reporting of challenges will ensure that all staff and stakeholders are aware of how the library is upholding its values.

CONTACT

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SIGNATURE

Vickery Bowles
City Librarian

ATTACHMENTS

Attachment 1: Programming Policy
Attachment 2: Use of Library Space for Art Exhibits Policy

Policy Title: Programming Policy
Policy Classification: Board Policy

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Programming Policy

Policy Classification: Board Policy

Motion # and Approval Date:

Motion # and Last Revision Date: 18 -040 – February 26, 2018

Effective Date

June 19, 2023

Purpose

Toronto Public Library (TPL) provides public programming to fulfill its mission to provide equitable access to services which meet the changing needs of Torontonians and to preserve and promote universal access to a broad range of knowledge, experience, information and ideas in a welcoming and supportive environment.

The purpose of this policy is to provide an overview of programming at TPL and what the public should expect when attending programming at TPL. It also ensures TPL's ~~partners~~ collaborators, ~~partners~~ and external facilitators are aware of the objectives and expectations of TPL programming. Additionally, this policy provides TPL staff with the necessary framework to assist them in the development and delivery of high quality programming.

Programming is a pillar of the library's Service Delivery Model.

Scope

This policy applies to all programs including ~~co-sponsored~~ collaborative and ~~partnership~~ programs.

This policy does not apply to:

- TPL events that are developed only for special purposes such as donor recognition or fundraising;
- media conferences; or
- programs or events offered by other organizations or individuals on TPL premises where space is rented under the terms and conditions of the Community and Event Space Rental Policy or the Use of Library Space for Art Exhibits Policy.

Underlying Principles

TPL programs respond to community needs and interests and support the priorities in TPL's Strategic Plan, as well as its Service Delivery Model, and reflect the TPL's vision, mission and values. Programs promote TPL collections and resources, offer access to professional or subject matter expertise, and build connections between residents and communities.

Programs are facilitated by TPL staff, professional and subject matter experts, authors or performers.

The Programming Policy is provided-driven by principles defined in TPL's Vision, Mission and Values and TPL's Equity Statement, TPL's Intellectual Freedom Statement, and is in keeping with the Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries.

Policy Statement

TPL provides programs that:

- focus on multiple literacies, lifelong learning, reading and diverse cultures;
- reinforce TPL's essential role in the community;
- supplement and extend the information found in TPL services, collections, and staff expertise;
- offer access to professional or subject matter expertise;
- provide collaborative, experiential and mentorship learning opportunities;
- promote TPL and encourage the use of its resources;
- reflect and respond to diverse communities and their interests, needs and goals; and
- enable and encourage participation in Canadian society and contribute to a Canadian creative culture.

TPL programs are open to everyone regardless of race, ethnic origin, place of origin, citizenship, colour, ancestry, language, creed (religion), age, sex, gender identity, gender expression, marital status, family status, sexual orientation, disability, political affiliation, membership in a union or staff association, receipt of public assistance, level of literacy or any other similar factor.

However, TPL reserves the right to limit attendance based on considerations of the program—for example, programs based on age, or space limitations. Program attendance requires compliance with TPL policies, including the Rules of Conduct.

TPL does not charge for programs under most circumstances. Exceptions may be made to cover direct costs when the program could not otherwise be offered.

Programs may require library membership, i.e. a library card.

1. Program Development and Delivery

- 1.1 Programs developed and delivered by TPL will meet its strategic priorities and service delivery standards, and will have clearly defined goals, target audiences, descriptions, outcomes and objectives.
- 1.2 Data collected for all programs will be reviewed annually. A regular cycle of program evaluation will occur within TPL's evaluation framework. Evaluation will include feedback from staff, participants, and [partnerscollaborators](#).
- 1.3 Generally, external presenters delivering programs will not solicit business, customers or volunteers, or market their commercial products or services. Exceptions made in service of strategic objectives must be approved by the appropriate Director.
- 1.4 Programs will be developed and delivered in compliance with all TPL policies, including the Rules of Conduct, the Employee Code of Ethics and the Conflict of Interest Policy.
- 1.5 Programs will be delivered by qualified staff or subject matter experts, as

appropriate. Programs will contribute to TPL's safe, supportive and welcoming environment. Presenters to vulnerable groups must be in compliance with TPL's Police Reference Check Policy.

- 1.6 Programs will be developed with consideration for the principles of accessibility, equity and inclusiveness. These include, but are not limited to, access for persons with disabilities, and delivery at times and locations and through channels that maximize convenience and encourage attendance by the target audience.
- 1.7 TPL programs may cover a range of topics and ideas which are of current interest and possible future significance, including topics and ideas which reflect current conditions, trends and controversies. As with other TPL services, children's access to programming is the responsibility of parents and guardians.
- 1.8 Programs may be developed in response to requests from the City of Toronto in support of specific City service goals. Programs may also be developed and delivered through collaboration between TPL and other external organizations.
- 1.9 TPL accepts proposals for programs from external organizations and individuals, and evaluates them according to the criteria in this policy. TPL cannot respond to all proposals. Approval of a previous program proposal does not guarantee that an organization or individual will be asked to offer the program or have future proposals approved.
- 1.10 Program presenters/facilitators must always ensure the dignity and safety of the public and staff in accordance with TPL policies and standards. Misrepresentation of a program, a likelihood of physical hazard to participants or audiences, a likelihood of misuse of premises or equipment, non-compliance with TPL policies, including the Rules of Conduct, may all constitute reasons to terminate a program.

2. Reconsideration of a Program

- 2.1 The Library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions. The Library offers a wide selection of programs inspired by the informational, educational, cultural and recreational needs and interests of the diverse communities it serves.
- 2.2 The content or manner of expressing ideas in programs that is purposely selected to fill the needs of some Library customers, may, on occasion, be considered to be offensive by other Library customers. The Library recognizes the right of any individual or group to reject library programs for personal use, but does not accord to any individual or group the right to restrict the freedom of others to attend that same program.
- 2.3 TPL welcomes suggestions, compliments or feedback about library services in accordance with the Customer Service Feedback Standards & Practices.
- 2.4 Library customers who object to specific programs may submit a written request for reconsideration, if they feel that the content of the program is not consistent with the criteria outlined in this policy or TPL's Intellectual Freedom and Equity Statements.
- 2.5 Requests for reconsideration will be considered by staff and a response communicated to the customer who submitted the request following completion of a staff review. Programs will proceed while the request is being reviewed.
- 2.6 If the customer who submitted the request is not satisfied with the response, they may submit a written appeal within seven days of the response to have the response reviewed by the City Librarian, whose decision shall be final. This may occur after the program has taken place.
- 2.7 An annual report on intellectual freedom challenges to Library materials and services is provided to the Toronto Public Library Board.

Accountability

The Director of Service Development and Innovation has overall accountability for programming as a service pillar.

Within their divisions, the Directors, Branch Operations and Customer Experience; and the Director, Service Development and Innovation; Communications, Programming and Customer Engagement; and Collections and Membership Services are jointly responsible for the delivery of programs that reflect the service needs and interests of local communities and. The Director, Communications, Programming and Customer Engagement, is responsible for the delivery of designated events and programs. that are of strategic communications significance, e.g. programs planned with the City of Toronto. This responsibility includes, but is not limited to, the allocation of program budget, the development of program priorities and training. Responsibility for events that are of shared local and/or strategic interest is shared between these three Directors.

The Director, Policy, Planning and Performance Management, is responsible for supporting staff training and evaluation and statistical reporting related to programming.

The Directors are accountable for ensuring compliance with the Programming Policy in their respective areas.

Related Legislation

- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act

Related Library Policies and Statements

- Rules of Conduct Policy
- Community and Event Space Rental Policy
- Use of Library Space for Exhibits Policy
- Display and Distribution of Information to the Public Policy
- Employee Code of Ethics

- [Conflict of Interest Policy](#)
- [Police Reference Check Policy](#)
- [Toronto Public Library Equity Statement](#)
- [Toronto Public Library Intellectual Freedom Statement](#)

Related Standards, Procedures, and Guidelines

- [Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries](#)
- [Toronto Public Library Service Delivery Model](#)

Definition of Terms

Program

A program is defined as an event having a presentation component and lasting 30 minutes or longer. A program could be a single event or a series of events, be a scheduled or a pop-up event, take place inside or outside of a branch, or take place online.

~~*Co-sponsored*~~ [Collaborative Program](#)

[A collaborative program is a type of collaboration with an external organization. The collaboration can be a one-time program, one-time series or ongoing program or series.](#)

[Roles and responsibilities of TPL and the organization are documented in a Collaborative Program Agreement.](#)

~~A co-sponsored program is an arrangement that involves program delivery by an external organization or individual in a TPL branch.~~

~~A co-sponsored program can be a one-off program or one-time series as well as an ongoing program or series.~~

~~The external programmer has primary responsibility for organizing and conducting the program. The organization or individual is not paid for this work.~~

TPL provides space and promotes the program free of charge and maintains a presence during the program, where appropriate. A TPL staff member is appointed as a liaison to the external organization to coordinate program logistics.

A co-sponsored program may be one of the outcomes of a partnership.

Partnership

A partnership is defined as a mutually beneficial agreement between TPL and an external company, organization, enterprise or individual, where the parties work in close cooperation to achieve one of three TPL goals: expand programming, build community, or maximize the use of space. The collaboration partnership can include shared space arrangements, shared resources, and service delivery partnerships.

Vulnerable Group

In accordance with TPL's *Police Record Check Policy*, a vulnerable group is composed of "persons who, because of their age, disability, or other circumstance, either temporarily or permanently, are in a position of dependence on others, or are at a greater risk than the general population of being harmed by persons in a position of authority or trust."

Appendices

Appendix 1: Definitions

Appendix 2: Enquiries

Appendix 3: References

Contact

Pam Ryan, pryan@tpl.ca
Director, Service Development and Innovation

Policy Title: Use of Library Space for Art Exhibits
Policy Classification: Board Policy

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Use of Library Space for Art Exhibits

Policy Classification: Board Policy

Motion # and Approval Date:

Motion # and Last Revision Date: 5-128 June 22, 2015

Effective Date

June 19, 2023

Purpose

The purpose of this policy is to establish the conditions of use for local artists to exhibit their art within Toronto Public Library spaces, and context within which Toronto Public Library provides space for art exhibits by local community artists.

Scope

This policy applies to art exhibits that are offered by individuals, collectives, and community organizations, or community groups for display on Library premises.

This policy excludes: The Library will provide space for exhibits:

- the TD Gallery located at Toronto Reference Library;
- Library-initiated exhibits that are developed by the Library for specific purposes;
- events/programs sponsored by the Library or delivered in partnership with the Library on site or off site (e.g. conferences);
- exhibits offered as part of programs presented by other organizations in Library premises where space is rented under the terms and conditions of the Auditorium, Meeting Room and Theatre Rental Policy.

This policy regards exhibits, including but not limited to, those which are freestanding, digital, placed in cabinets or display windows, attached to Library

walls, shelf-ends, bulletin boards or general wall space, or attached to exhibit panels owned by the Library or provided by the Exhibitor.

Underlying Principles

~~Through its collections, the Library provides access to a wide range of expressions of imagination, knowledge, creativity, intellectual activity and thought, in a welcoming and supportive environment. The Library also does this by providing space to local community artists for the display of their work. This exhibit space enables Library visitors to participate in the creative life of their community, and presents community artists with a valued avenue for exhibiting their work locally.~~

Toronto Public Library maintains a welcoming and inclusive environment that values the individual needs, experiences, and differences of all users. The Use of Library Space for Art Exhibits policy is driven by principles defined in the Library's Values, Equity Statement, Intellectual Freedom Statement and its Vision and Mission.

Exhibit space at the Library enables access to a wide range of expressions of imagination, knowledge, creativity, intellectual activity and thought. Making exhibit space available to local artists and community groups gives a valued avenue to artists for exhibiting work while encouraging visitors to participate in the creative and cultural life of Toronto.

The Library has related policies that govern the rental of its auditoria, meeting rooms and theatres, as well as the display and distribution of community information to the public.

Policy Statement

~~The Library is pleased to provide space at a nominal fee for art exhibits which reflect the diverse cultural interests of the City and its neighbourhoods, and which foster community and individual expression.~~

The Library is a proud supporter of artistic expression that reflects the diverse and cultural interests of our City and its neighbourhoods. As such, TPL commits to providing exhibit space at no cost to the artist.

The Library will provide space for exhibits:

- that are responsive to the diverse interests of the community;
- that are compatible with TPL's vision, mission and values;
- that are appropriate to the Library environment;

- that are not in contravention of federal or provincial laws and regulations, or municipal by-laws.
- which do not contain advertisements or solicitations for recruitment, business or fund-raising.

1. Selection of art exhibits

- 1.1. The Library welcomes applications from individuals, collectives and ~~from~~ community ~~organizations and~~ groups seeking to display art exhibits ~~artwork~~ on Library property.
- 1.2. Preference will be given to exhibitors who live or work in the City of Toronto.
- 1.3. The process for review and selection of work for an exhibit, and the allocation of space will vary from location-to-location.
- 1.4. The Library's preferred approach is to work in partnership with the local arts councils or other local arts groups to review and select work for exhibit in accordance with this policy

2. Art exhibit area

- 2.1. Exhibit space in branches is offered subject to availability, and taking into account the Library's own needs, especially the necessity to maintain all usual Library functions and operations throughout the period of the exhibit.
- 2.2. Exhibits are unsupervised and accessible to the public throughout Library open hours, except when the space is required for Library purposes.
- 2.3. The Library retains the right to determine the suitability of any proposed exhibit for display in its premises and has final authority over the review, selection, and arrangement of all public exhibitions on its premises.
- 2.4. The Library reserves the right to reject any part of an exhibit or to change the manner of display. In particular, exhibits must be reviewed within the

context of the public space and its users. The Library may require the removal of any item during the period of the exhibit.

- 2.5. Permission to use these facilities does not imply any endorsement of the aims, policies or activities of any group or individual.

~~Insurance is provided. It includes theft, fire, smoke and water damage for exhibit items for which the exhibitor has provided a written value and which the Library accepts. The Library reserves the right to request an appraisal for any exhibit item.~~

~~The Library strives to create a welcoming environment for visitors of diverse ages and background. The Library retains the right to determine the suitability of any proposed exhibit for display in its premises and has final authority over the review, selection and arrangement of all public exhibitions on its premises. The Library reserves the right to reject any part of an exhibit or to change the manner of display. In particular, exhibits must be reviewed within the context of the public space and its users. The Library may require the removal of any item during the period of the exhibit.~~

~~In the event that the whole or any part of an exhibit is rejected by the Library, a request to reconsider may be submitted to the City Librarian's Office.~~

~~The Library does not apply a commission to the sale of any items covered by this policy.~~

3. Request for Reconsideration of Exhibits or Individual Works in an Exhibit

3.1 The Library believes that a vital society encourages members of its community to actively participate in an open exchange of ideas and opinions.

3.2 The content or manner of expressing ideas in art exhibits that meet the statement of this policy, may, on occasion, be considered to be offensive by other Library customers. The Library recognizes the right of any individual or group to not view an art exhibit, but does not accord to any individual or

group the right to restrict the freedom of others to view that same art exhibit.

3.3 TPL welcomes suggestions, compliments or feedback about library services in accordance with the Customer Service Feedback Standards & Practices.

3.4 Library customers who object to a specific art exhibit may submit a written request for reconsideration, if they feel that the content of the exhibit is not consistent with the criteria outlined in this policy or TPL's Intellectual Freedom and Equity Statements.

3.5 Requests for reconsideration will be considered by staff and a response communicated to the customer who submitted the request following completion of a staff review. Exhibits will proceed while the request is being reviewed.

3.6 If the customer who submitted the request is not satisfied with the response, they may submit a written appeal within seven days of the response, to have the response reviewed by the City Librarian, whose decision shall be final. This may occur after the exhibit has taken place.

3.7 An annual report on intellectual freedom challenges to Library materials and services is provided to the Toronto Public Library Board.

Specific Directives

~~Applications to exhibit in Library premises will be made in writing. In every case, the Library and the exhibitor or the exhibiting group's representative will sign a formal written contract which will detail the rights and responsibilities of each party.~~

~~Applications to exhibit on Library premises will be available in electronic format on the Library's website.~~

~~This policy includes exhibits which are free-standing, placed in cabinets or display windows, attached to Library walls, shelf-ends, bulletin boards or general wall-space, or attached to exhibit panels owned by the Library or provided by the Exhibitor.~~

The Library and the exhibitor or the exhibiting group's representative will sign a formal written contract, which outlines the rights and responsibilities of each party, including but not limited to terms of the exhibit, insurance, installation and removal of work.

The Library does not apply a commission to the sale of any items covered by this policy.

The Library has related policies that govern the rental of its auditoria, meeting rooms and theatres, as well as the display and distribution of community information to the public.

All exhibits must be presented appropriately for public display and according to the requirements of the Library as described in the policy and the procedures of the branch where the exhibit is placed. to ensure the health and safety of customers and staff.

Accountability

~~The Director, Branch Operations & Customer Experience is responsible for exhibits in Library branches, including Toronto Reference Library and North York Central Library.~~

The Director, Service Development & Innovation is responsible for ensuring the policy is implemented.

Related Library Policies

- [Community and Event Space Rental Policy](#)
- [Display and Distribution of Information to the Public Policy](#)
- [Intellectual Freedom Statement](#)
- [Equity Statement](#)

Definition of Terms

Exhibit(s): a public display of works of art or items of interest

Contact

Pam Ryan, pryan@tpl.ca
Director, Service Development and Innovation

DRAFT



Policy Updates Administrative and Requests for Reconsideration

**Pam Ryan and
Lisa Radha Vohra**
June 19, 2023



Intellectual Freedom Statement

December 2022

December 2022 Board approved the Intellectual Freedom statement.

The comments in the related Board report included reference to a transparent processes for challenges.

Requests for Consideration

Today for Board approval along with administrative edits are requests for consideration sections for the following policies:

- Programming Policy
- Use of Library Space for Art Exhibits Policy

Requests for Consideration Summary

TPL welcomes suggestions, compliments or feedback about library services in accordance with the [Customer Service Feedback Standards & Practices](#).

Customers may submit a written request for reconsideration, if they feel that the content of a service is not consistent with the criteria outlined in service policy or TPL's Intellectual Freedom and Equity Statements.

Requests will be considered by staff and a response communicated to the customer. Services will proceed while the request is being reviewed.

If the customer is not satisfied with the response, they may submit a written request to have the response reviewed by the City Librarian, whose decision shall be final. This may occur after the program has taken place.

Programming Policy Administrative Summary

- removal of the word “partner” to use “collaboration” and “collaborators” instead
- addition of language to reference TPL’s new Equity and Intellectual Freedom Statements to ensure inclusivity in the underlying principles;
- addition of the Request for Reconsideration of a Program section; and
- update to the Accountabilities section to reflect current responsibilities of TPL Directors.

Use of Library Space for Art Exhibits Policy Administrative Summary

- removal of the nominal fee of \$20 currently charged;
- removal of specific insurance information and inclusion of mention of new formal written contract, which outlines the rights and responsibilities of each party;
- update to the Accountabilities section to reflect current responsibilities of TPL Directors; and
- update to the new policy template format which required updates to text placement and minor wording changes to improve the clarity of the policy.