

# Program Development and Delivery Policy

<b>Policy Number:</b>	<b>PS-006</b>
<b>Policy Category:</b>	Public Service
<b>Approved by:</b>	OPL Board
<b>Accountability:</b>	CEO or Designate
<b>Approval Date:</b>	July 20,2023
<b>Effective date:</b>	July 21,2023
<b>Next Review Period:</b>	<b>2026</b>
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## Purpose:

The purpose of this policy is to guide the development and delivery of inclusive, community-based, high quality programming; to support Oakville Public Library's (OPL) mission, vision and values; and to preserve the library's commitment to providing universal access to lifelong learning opportunities.

The policy provides an overview of programming at OPL and what the public should expect when participating in programs. The policy also ensures that partnering organizations and external facilitators understand the library's objectives and abide by its expectations. Furthermore, this policy provides the framework to guide library staff in the development and delivery of programming as well as a method for members of the public to bring forward concerns around a specific program.

## Scope:

The policy applies to all programs, including partnership, virtual, internal and external programs. Partnerships are governed by the [Partnership Policy](#).

Programs are defined as coordinated activities that are facilitated by a library staff member and/or external subject matter expert that have been developed according to clearly defined learning objectives and outcomes.

This policy does not apply to OPL events developed for special purposes like promotional events, fundraising, and/or events offered by other organizations or individuals on OPL premises where space is rented under the terms and conditions of the [Room and Space Rental Policy](#).

## Policy Statement:

OPL prioritizes inclusive programming which is aligned with its mission, vision and values, creating an environment where everyone feels like they belong and can participate freely with respect, dignity and freedom from discrimination.

OPL develops and delivers programs that:

- Apply a community-based approach to program development, by recognizing the diversity of individuals and our communities and building an awareness of community gaps and assets.
- Demonstrate commitment to the [Inclusion Policy](#).
- Meet clearly defined learning objectives and outcomes based on literacy skills and community needs and trends.
- Foster social inclusion and connection.
- Employ a community-led approach through collaboration with community stakeholders to develop and deliver programs, when possible.
- Are consistent in content, scope, evaluation, and delivery, system-wide.
- Provide experiential, collaborative, and also self-directed learning opportunities.

OPL reserves the right to:

- Limit program attendance based on considerations such as space, customer experience, and customer compliance with OPL policies, including the [Customer Code of Conduct](#).
- Decide whether a program is viable and/or fiscally responsible, based on OPL's strategic plan objectives, community input and/or current or future interest and how it is best delivered.
- Prohibit external program facilitators from soliciting business, customers or volunteers, and/or marketing their products/services while delivering an agreed-upon program at OPL or program in partnership with OPL.
- Terminate programs that do not ensure the dignity and safety of the public or library staff; are not compliant with OPL policies; and which threaten the integrity of library equipment and/or space.
- Review its program offerings periodically and make changes, based on the library's values, vision, and mission, and community demand and interest.

## Requests to Reconsider Library Programs:

The library recognizes that some programs offered by the library are controversial and may offend some customers. Not all programs, classes or events will be suitable for every customer.

Library customers who object to or have concerns with a library program are asked to complete a written request using the Request for Reconsideration of Library Programs form (Appendix A).

Reconsideration requests are reviewed and responded to by the Manager, Program Development. Decisions regarding challenged programs will be communicated to the individuals who initiated the requests following a thorough staff review process.

The originator of the request may make an appeal about the decision in writing to the Chief Executive Officer within seven days of the decision. The CEO is the final decision-maker on the request for reconsideration.

## Definitions:

### Community-based

The community-based approach is a form of community engagement. For the purposes of this policy it is defined as an awareness of our communities so that decisions can be informed to better meet individual and community needs.

Applying the Tamarack's Institute Levels of Community Engagement, a community-based approach would be at the "inform" and "consult" levels of engagement. Our communities would influence the development and delivery of library programs. For example, this is demonstrated by applying community profiles (neighbourhood demographic data) to guide local program delivery decisions.

### Community-led

The community-led approach is a form of community engagement. For the purposes of this policy it is defined as consulting and collaborating with community members and/or organizations to develop programs to better meet individual and community needs.

Applying Tamarack's Institute of Community Levels of Engagement, engagement levels would be in the categories of "involve", "collaborate", and "empower". Community members and/or organizations would share in the planning and execution of library programs. In practice, community stakeholders would be involved at all stages of development and delivery.

## Related Documents:

[Community-Led Service Philosophy Toolkit – Edmonton Public Library, 2010](#)

[Index of Community Engagement Techniques – Tamarack Institute](#)

Customer Code of Conduct

Partnership Policy

Room and Space Rental Policy  
Inclusion Policy



## Request for Reconsideration of Library Programs

**Kindly complete all sections of the form below so that program development staff can fully understand your specific concerns regarding the program. Please use a separate sheet if necessary.**

Request Initiated By: \_\_\_\_\_

Library Barcode: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_ Evening Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

If this request is made on behalf of an organization or group, please identify:

\_\_\_\_\_

### Program to be reconsidered

**Name of Program:** \_\_\_\_\_

**Date of Program:** \_\_\_\_\_

1. What do you object to about this program? (Please be specific: topic, audience, speakers etc)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. If this program has already occurred, did you attend?

\_\_\_\_\_

3. What might be a good or positive thing about this program?

\_\_\_\_\_  
\_\_\_\_\_

4. What do you believe is the overall goal of this program?

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5. What other programming would you recommend in place of this?

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6. How would you like your concern to be addressed?

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8. Have you read the attached Program Development Policy?

Yes \_\_\_\_\_ No \_\_\_\_\_

**This request will be reviewed by the Manager, Program Development, and you will be informed of the decision.**

**Thank you for your comments.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Contact: \_\_\_\_\_ Branch: \_\_\_\_\_

The collection of information on this form is subject to the provisions of the Municipal Freedom of Information and Protection of Personal Privacy Act. This information is used for library-related purposes only. Please direct any inquiries to the Director, Customer Experience, Oakville Public Library, 905-815-2035.