



## **Operational Policy**

**Authority:** Library Board

**Date Created:** October 11, 2000

**Date Reviewed:** March 23, 2015

### **Purpose**

The purpose of this policy is to state the position of the Library Board and to provide guidance to staff on a number of operational matters.

### **Hours of Operation**

The Library Board shall determine the hours that the Library is open to the public. These hours will be posted in each branch and online. The public will be notified of changes including those caused by emergencies.

#### **1. Public Holidays**

The East Gwillimbury Public Library will be closed on statutory holidays, on any day proclaimed as a holiday by the municipal Council and on other days as directed by the Library Board.

#### **2. Emergency Closing**

The authority to close a branch of the Library due to an emergency shall be vested in the Chief Executive Officer.

### **Use of Buildings**

Library facilities are available to all members of the public provided they conduct themselves in a reasonable manner. The Board may allow non-profit groups to use library program rooms free of charge.

### **Complaints and Suggestions**

A complaint to the Library Board must be made in accordance with the By-Laws of the Board.

Patrons may submit suggestions or comments either through Suggestion Boxes, email, or social media. Library staff will promptly respond to both complaints and suggestions, if a response is requested. All comments and suggestions are reported to the Board.

The Library is committed to meeting the needs of patrons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

|                                |                   |
|--------------------------------|-------------------|
| Approved Date: March 23, 2015  | Motion #: 2015:30 |
| Effective Date: March 23, 2015 |                   |