

# Program Policy

**For:** The Stormont, Dundas and Glengarry  
County Library Board

**Policy No.:** OP-18

**Policy Type:** Operational

**Effective Date:** May 21, 2026

Date of Last Revision: May 13, 2021

First Approved: October 8, 2008

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## 1. Purpose

The purpose of this policy is to provide a framework for the planning, delivery, and evaluation of programs offered by the SDG Library, ensuring they align with the Library's mission, strategic priorities, and commitment to equitable, inclusive, and accessible service.

## 2. Definitions

"Programs" refers to planned activities, events, or services offered by or in partnership with the SDG Library for public participation.

"Partnerships" refers to a mutually beneficial collaboration between the SDG Library and an external group, individual or organization.

## 3. Guiding Principles

- 3.1. The SDG Library upholds the principles of intellectual freedom embodied in the Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries. Programs may present a wide range of viewpoints, including those that may be considered controversial. The inclusion of a program does not constitute endorsement of its content or presenter. While individual programs may not represent all perspectives, the SDG Library strives to provide access to a diversity of viewpoints across its programming as a whole.
- 3.2. The SDG Library is committed to providing inclusive, equitable, and accessible programming by reflecting the diversity of the community, reducing barriers to participation, designing programs that are welcoming to all, and supporting accessibility in accordance with applicable legislation and standards.
- 3.3. Programs are developed in response to community interests and needs, emerging trends and issues, and opportunities for partnerships and collaboration.
- 3.4. The SDG Library recognizes the right of individuals and groups to determine which library programs they choose to attend or not attend. However, no individual or group has the right to limit or restrict another person's access to library programs. Patrons who wish to express concerns regarding a specific program may submit a *Request for Reconsideration of a Library Program* (see Appendix A).

## 4. Program Planning and Selection Criteria

- 4.1. Responsibility for planning, organizing, and implementing programs rests with branch staff under the direction of the Community Librarian, and in consultation with District Supervisors.
- 4.2. Library programs are designed to:

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- 4.2.1. Support lifelong learning, including literacy, digital literacy, numeracy and problem-solving in a technology-rich environment;
  - 4.2.2. Provide informational, educational, and recreational opportunities to the community;
  - 4.2.3. Promote awareness and effective use of SDG Library services and collections;
  - 4.2.4. Nurture community cohesion and reduce social isolation by bringing members of the community together;
  - 4.2.5. Strengthen partnerships with a wide variety of organizations;
  - 4.2.6. Attract new audiences to the SDG Library.
- 4.3. A library program does not need to meet all the criteria listed above in order to be considered or offered.
- 4.4. The SDG Library will be mindful of existing community services and, where appropriate, will seek to complement rather than unnecessarily duplicate programs offered by other organizations.

## 5. Partnerships and Sponsorships

- 5.1. The SDG Library may collaborate with community organizations, individuals, and groups to deliver programs.
- 5.2. Partnerships will be considered based on alignment with SDG Library values and strategic priorities; benefit to the community; operational capacity and resource implications; and reputational considerations.
- 5.3. The SDG Library retains final authority over program content, delivery, and branding.
- 5.4. Presenters and partners are expected to comply with all applicable Library policies and procedures. The SDG Library reserves the right to modify or discontinue partnerships that do not align with its policies or standards.
- 5.5. Library programs and partnerships shall not be used for commercial solicitation or promotion. Presenters may share professional expertise, but programs must not primarily promote specific businesses, products, or services unless approved by the Director of Library Services or designate.
- 5.6. External groups, individuals or organizations wishing to sponsor a program must adhere to the SDG Library's Donations, Sponsorship and Fundraising Policy.

## 6. Program Delivery

- 6.1. Programs will be delivered by SDG Library staff or by invited presenters and community experts with relevant knowledge, skills, or experience.
- 6.2. Programs will be offered in a variety of ways, including in-branch, virtually, and off-site as part of Library outreach activities.
- 6.3. Programs may be designed for specific audiences, including children, teens, adults, and families. The SDG Library may establish age or participation guidelines where a program is intended for a particular group.
- 6.4. The SDG Library will make reasonable efforts to accommodate all individuals who wish to attend a program. Attendance may be limited due to safety considerations, space constraints, or the nature of the program. Where limits are required, participation may be



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managed through pre-registration or on a first-come, first-served basis. Priority may be given to SDG Library cardholders where applicable.

- 6.5. Personal information collected for program registration purposes will be managed in accordance with applicable privacy legislation and the SDG Library's privacy practices.
- 6.6. Caregivers are responsible for ensuring that children in their care are supervised in accordance with the SDG Library's Unattended Children's Policy.
- 6.7. The SDG Library reserves the right to cancel, reschedule, or modify programs as necessary and will make every effort to notify the public in advance.
- 6.8. The SDG Library reserves the right to refuse or remove participants whose behaviour is disruptive or violates SDG Library policies.
- 6.9. The SDG Library is considered a public space. By attending Library programs, patrons consent to having their image captured by event photographers/videographers for use for SDG Library publicity purposes. Names will not be used unless with written consent. Individuals who do not wish to be photographed or recorded are encouraged to notify Library staff.
- 6.10. The SDG Library reserves the right to record virtual or in-person programs for promotional, archival, or educational purposes. Unauthorized recording of programs by attendees is not permitted.
- 6.11. Most programs will be offered free of charge. In certain circumstances, a fee may be required to offset program costs and will be determined on a program-by-program basis. Any fees must be approved by the District Supervisor in consultation with the Community Librarian.
- 6.12. A community member needing the assistance of a support person to attend an event or program shall be accommodated in accordance with the SDG Library's Accessibility Policy.

## 7. Evaluation and Reporting

- 7.1. Library programs will be evaluated to assess their effectiveness and alignment with strategic priorities. Evaluation records will be maintained to inform future program planning.
- 7.2. Evaluation methods may include attendance and participation data, participation feedback, and alignment with strategic priorities.

## 8. Related Documents

SDG Library's Accessibility Policy (Policy No. OP-02)

SDG Library's Code of Conduct Policy (Policy No. OP-04)

SDG Library's Donations, Sponsorships, and Fundraising Policy (Policy No. OP-08)

SDG Library's Unattended Child Policy (Policy No. OP-19)



# Program Policy Appendix A

## Request for Reconsideration of a Library Program

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First Name(s)

Last Name

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Address

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Town/City

Postal Code

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Telephone: Home

Cell

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Email

I Represent:  Myself

Group/Organization: \_\_\_\_\_

### Program Information

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

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

Branch: \_\_\_\_\_

Program Audience:  Children

Teen

Adult

I have reviewed the SDG Library's Program Policy:

Yes

No



# Program Policy Appendix A

I have attended/examined the program in its entirety:

- Yes
- No

If not, which part(s) have you attended/examined?

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What do you find objectionable or unsuitable about the program?

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Do you wish to be informed of our decision?

- Yes
- No

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

## ***LIBRARY USE ONLY***

Receiving Branch: \_\_\_\_\_

*\*Please send immediately to Director of Library Service's attention.*

Personal information on this form is collected under the authority of the Public Libraries Act, R.S.O. 1990, c.P44, and is subject to the provisions of the Municipal Freedom of Information and Personal Privacy Act. This information is used for the administration of Library operations only. Questions about this collection should be forwarded to: SDG Library, 26 Pitt St., Cornwall, ON K6J 3P2 613-936-8777