



MEDIA RELEASE: IMMEDIATE

# REGIONAL MUNICIPALITY OF WATERLOO LIBRARY COMMITTEE CONSOLIDATED AGENDA

Tuesday, May 3, 2011  
Immediately Following Committee Meetings  
(Approximately 2:30 p.m.)  
Room 218  
150 Frederick Street, Kitchener, Ontario

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\*Denotes Item(s) Not Part of Original Agenda

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1. **DECLARATIONS OF PECUNIARY INTEREST UNDER THE *MUNICIPAL CONFLICT OF INTEREST ACT***
2. **DELEGATIONS**
3. **REPORTS**
  - a) **P-LIB-11-003**, Public Internet Access at Region of Waterloo Library Branches 1
  - b) **P-LIB-11-004**, Priority Action Items for Region of Waterloo Library 20
4. **INFORMATION/CORRESPONDENCE**
  - a) \* **Memo**: Key Action Items from Discussions with Library Committee Members 23  
(replaced with the following)
  - \* **Memo**: Current Region of Waterloo Library Initiatives 23A
5. **OTHER BUSINESS**
  - a) Update on Provincial Budget Funding for Libraries and Knowledge Ontario
6. **NEXT MEETING**
7. **ADJOURN**

**REGION OF WATERLOO****PLANNING, HOUSING AND COMMUNITY SERVICES**  
**Community Services****TO:** Chair Todd Cowan and Members of the Library Committee**DATE:** May 3, 2011**FILE CODE:** R09-00**SUBJECT: PUBLIC INTERNET ACCESS AT REGION OF WATERLOO LIBRARY BRANCHES**

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**RECOMMENDATION:**

For information and direction to staff; any proposed changes to the public Internet access policy or procedures would be brought forward to a future Library Committee meeting and would require approval by Regional Council.

**SUMMARY:**

The Internet is an essential part of the suite of services offered by the Region of Waterloo Library (RWL). In its provision of Internet Service, RWL seeks to balance its essential role of providing access to information, ideas, and expressions of creativity and thought, with its important role of providing a welcoming and neutral community space that is safe for all. The availability of public Internet access in RWL branches ranges from a single computer in small branches, to multiple computers in the Adult and Children's areas of large branches, to the additional provision of WiFi (a wireless network connection) for personal computing devices in selected locations. In 2010, the public Internet computers were used an average of 1,000 times per month.

This report describes the current Region of Waterloo Library public Internet access policy and procedures approved by Regional Council in 2001 (please see Report P-LIB-01-002, February 21, 2001 in Attachment 1) and the RWL Safe Use Code (Attachment 2), and highlights the factors considered in developing the RWL policy. It also summarizes policies from several other library systems (Table 1) which shows the consistency of approaches to Internet access in libraries, and concludes with some suggested areas that could be examined to update the RWL approach to providing public Internet access in its branches. Sources for reference material are noted in Attachment 3, and a hard copy is available in Planning Housing and Community Services and in the Councillor's Library.

**REPORT:****1. Considerations in Developing RWL Internet Access Policy**

Library Vision and Mission: Region of Waterloo Library's vision is to foster an informed and literate rural community. The Internet is the ideal vehicle to support this vision, because it is able to:

- Enhance public access to information and expressions of creativity and thought;
- Expand the library's collection of information resources;
- Provide users with the opportunity for remote dialogue with subject-matter experts
- Enable collaborative research and study
- Provide access to government services and information available only electronically.

In its provision of Internet Service, RWL seeks to balance its essential role of providing access to information, ideas, and expressions of creativity and thought, with its important role of providing a welcoming and neutral community space that is safe for all.

Legal Framework: The Internet is a rich and complex communication channel and many acts apply, including:

- Canadian Charter of Rights and Freedoms
- Canadian Human Rights Act
- Copyright Act
- Criminal Code of Canada
- Telecommunications Act
- Broadcasting Act
- Film Classification Act
- Public Libraries Act

Community Responsibilities: In developing the current Internet Access Policy, Region of Waterloo Library relied on the **Canadian Library Association Position Statement on Intellectual Freedom**, which states in part, “It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.” Other related documents include the **CLA Statement on Internet Access**, and the **Ontario Library Association Statement on the Intellectual Rights of the Individual**. These echo the value placed on freedom of expression in the Canadian Charter of Rights and Freedoms.

In contrast to the school boards, the Region of Waterloo Library does not have an obligation to act *in loco parentis* (in place of parent/guardian). Nevertheless, RWL wants to provide a safe and inviting environment for children. In its written policy statements and messages to parents, RWL is always clear to point out that a child’s parent or guardian, not library staff, is solely responsible for what materials the child accesses in the library. With respect to Internet use, this is documented in the Internet Access Policy (section 4 of Attachment 1) and acknowledged by parents when signing the Internet Use Agreement (Appendix B of Attachment 1).

Finding the Right Balance: Several Ontario legal opinions (1999 landmark legal opinion from Morris/Rose/Ledgett, commissioned by Ontario Library Association on behalf of Burlington Public Library; 2008 opinion from Canadian Internet Policy and Public Interest Clinic; and 2008 legal opinion from Lerner LLP commissioned by London Public Library) highlight the need for libraries to find an appropriate balance when developing Internet access policy. They suggest the biggest challenge for public libraries is to meet the requirements of the Canadian Charter of Rights and Freedoms to guarantee freedom of expression – meaning the right to both create and receive expressive material – while upholding the libraries’ community responsibilities including the provision a safe place for children.

The comments provided in 2001 by Regional Legal staff and summarized in the Internet Access Policy Report (Section 2 of Attachment 1) also noted the library’s obligation to neither commit nor contribute to crimes such as the possession or distribution of child pornography, violation of the Copyright Act, public incitement of hatred, or exhibition of obscene materials.

At the time of developing the policy in 2001, a Township resident had expressed serious concerns with the library policy that had been in place, and requested that changes be made. The resident

was fully satisfied with the policy approved by Library Committee and went on to recommend it to other library systems.

## 2. RWL Current Policy and Procedures

RWL's current policy was passed by Regional Council on February 28, 2001. In approving this policy, the Region of Waterloo Library Committee and Regional Council considered:

- Philosophical context
- Constitutional and legal context
- Legal opinions,
- Public policy context, e.g. policy statements of neighbouring public libraries
- Community requests to provide a safe environment for children
- Service best practices
- Technology-based tools, e.g. filtering software
- Strategies for promotion of media awareness and safe use of the Internet

Highlights of the policy include:

- Incorporation of guiding principles;
- Incorporation of library, user and staff responsibilities;
- Provision of broad access to content limited only by the extent required for the protection of children and teens, and the library's obligation to show due diligence in avoiding criminal activities; the policy states that "RWL will offer patrons a choice of filtered or unfiltered Internet access at its computer workstations";
- A statement of consequences for inappropriate behaviour and/or unlawful activity

RWL's current Internet practice includes the following elements:

- Internet Use Agreement must be signed by all users of public Internet computers; parents must sign statement of responsibility for their children's use (under age 16) of the Internet;
- Safe Use Code (please see Attachment 2) governs behaviour of all users, including patrons with their own laptops using the library's WiFi service; sets out expectations regarding mutual respect, safety of children, respect for library property;
- Complaints/incident reporting process and procedures
- Staff training for new hires, plus periodic reviews and reminders for all staff
- As space permits, Internet computer screens are oriented to face the wall, to protect the user's privacy and to prevent inadvertent viewing of inappropriate content on other patrons' screens.
- Educational materials for parents, children and teens: brochures given to new members, web safety sections on library website
- Selective filtering of library computers, using the Region's corporate filtering software Websense, a highly-rated, comprehensive, corporate enterprise package. The software provides 'filtering categories', which can be blocked by Information Technology (IT) staff, based on RWL specifications. In order to maintain computer system security, IT has required that some filtering be placed on all computers. As a result:

- All public computers are filtered for the following Websense categories: Hacking, Proxy Avoidance, Security Filtering, Internet Telephony, Peer to Peer file sharing, private IP addresses, and Adult Material-Sex (which is defined as "sites that depict or graphically describe sexual acts or activity, including exhibitionism; also, sites offering direct links to such sites").

- Computers in children's areas are filtered for the additional WebSense categories of Adult Content and Nudity.
  - Computers designated for online catalogue use only, use Child filtering categories
  - Where there is a single public computer in a branch, it is filtered using Child filtering categories
  - Filtering is done via login, and can be changed by staff at patron's request
- Warning to users that commercial filters are not perfect and cannot block all offensive sites, and a clear statement that parents and guardians are the only 100% effective filter.
  - Measures to show the exercise of due diligence
    - To avoid possessing child pornography: prohibit patrons from downloading material to the library computer's hard drive, and periodically erase any accidentally or purposely saved material from the drive.
    - To prevent printing or publishing child pornography: have staff monitor the Internet printers, and intercept any downloading of illegal material to a patron's personal storage device, should staff become aware of this activity.
    - Against public incitement of hatred: explicitly prohibit all illegal activity on its premises, including its Internet computers; have staff monitor and intercept, if necessary, Internet printout.
    - To prevent violations of the Copyright Act: stipulate that only single copies can be made, for personal, study use only, and not for commercial use.

### **3. Internet Access Policy and Procedures in Other Library Systems**

When the RWL Internet Access Policy and procedures were developed in 2001, staff consulted other library systems and built on their experience. Several systems have subsequently written revised policies, some of them building on the RWL material. Table 1 summarizes the Internet Access policies and procedures of the three city libraries in the Region, as well as London Public Library which has recently conducted an in-depth review of Internet filtering, and Huron County Library, which is a rural system of similar size to RWL.

As can be seen by reviewing the individual policies summarized in Table 1 or available as noted in Attachment 3, there are many similarities among these documents. While the RWL policies and procedures have essentially all of the same elements as these five library systems, some wording could be improved. It could also be made into a stand-alone document, separate from a Committee Report.

### **4. Considerations for Reviewing RWL Policy and Procedures**

Across the 10 RWL branches, there are 34 public computers, but only 21 are consistently available for public Internet use (the remainder are primarily for catalogue searching). RWL statistics show that the public Internet computers are used on average about 1,000 times per month.

A March 2011 survey of staff at all ten library branches discovered there have been four incidents reported over the past ten years of people viewing inappropriate content on library computers. In two cases, a verbal warning from staff sufficed to prevent any recurrence. One child patron's Internet use was blocked by the parent/guardian. One patron was permanently blocked from using the Internet after a verbal warning and a temporary suspension failed to stop the inappropriate behaviour.

A careful staff review of the current policy and procedures does, however, suggest several areas that should be further examined, as outlined below:

- Investigate and install privacy screens on some or all public Internet computers; these screens limit the viewing angle so that the monitor image is clear only to the person sitting directly in front.
- Revise the policy to remove the requirement for parental accompaniment on ALL library computers for children under 8 years of age. Since the policy was passed, the library has invested heavily in Early Literacy Stations which children are encouraged to use, on their own, as a discovery and learning tool. Further consider the requirement for parental accompaniment for age 8 and under using Internet computers. Retain the requirement that parents/guardians sign the Internet Use Agreement for children under 16.
- Change the policy and signage that states that computers in adult areas provide unfiltered access to the Internet, to advise users that some filtering is in place.
- Revise the Internet Use Agreement to state that users are allowed to use their own personal storage devices in library computers.
- Investigate whether any Websense categories better support due diligence to prevent public incitement of hatred (hate speech) as expressed in the Criminal Code.
- Create a more formal incident reporting procedure, including regular reporting to Library Committee at each meeting.
- In response to patron requests for privacy, and particularly as RWL moves to provide more online government services, investigate the cost and feasibility of providing self-service printing for patrons.

WiFi, the wireless network connection that enables patrons to use their personal computers to access the Internet, is a new service that was not available when the public Internet policy was approved. It is now offered in three large branches (Ayr, Elmira and New Hamburg). This use is governed by the Safe Use Code which is posted in the branches. Information Technology staff have researched the feasibility of making the Internet Use Agreement “pop up” on the personal computer when accessing the WiFi network. While feasible, it would cost \$4,000 per WiFi site for software and equipment.

## **5. Conclusions and Next Steps**

The RWL Public Internet Access Policy and supporting procedures remain consistent with comparable library systems. There have been very few incidents of inappropriate use in the past 10 years of service, and no concerns raised by the public with respect to the Internet policies. However, this report does suggest several areas of investigation that could be undertaken, at the direction of Library Committee. Any proposed revisions to the policy or procedures will be brought back to Library Committee, for recommendation to Regional Council.

### **CORPORATE STRATEGIC PLAN:**

Focus Area 6: Service Excellence – Ensure all Regional programs and services are citizen/customer focused in order to meet the needs and expectations of the community.

### **FINANCIAL IMPLICATIONS:**

There is no significant cost associated with revising the policy or changing the signage. Privacy screens cost about \$100 each. The estimated cost would be less than \$3,400 as it is likely they would not be recommended for all monitors. It is anticipated that this cost could be funded through the approved 2011 RWL Operating Budget.

The software and equipment for three WiFi sites to enable a pop-up message on personal computers would cost \$12,000. Such expenditure was not contemplated in the 2011 Operating Budget and further consideration should be given to the need and funding source.

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

The Information Technology and Legal Divisions of Corporate Resources were consulted in the development of this report.

**ATTACHMENTS**

Attachment 1: Waterloo Regional Library Public Internet Access Policy,  
Report P-LIB-01-002, February 21, 2001  
Attachment 2: RWL Safe Use Code  
Attachment 3: References

**PREPARED BY:** *Lucille Bish*, Director, Community Services

**APPROVED BY:** *Rob Horne*, Commissioner of Planning, Housing and Community Services

**Table 1**

	CAMBRIDGE PL	KITCHENER PL	WATERLOO PL	LONDON PL	HURON COUNTY
Year approved	2003		2003	1997/2010	2010
Reference documents	<ul style="list-style-type: none"> <li>• CLA Statement on Intellectual Freedom</li> <li>• Criminal Code of Canada</li> </ul>			<ul style="list-style-type: none"> <li>• Canadian Charter of Rights and Freedoms</li> <li>• Criminal Code</li> <li>• Copyright Act</li> </ul>	<ul style="list-style-type: none"> <li>• CLA Statement on Intellectual Freedom</li> </ul>
Library responsibilities	<ul style="list-style-type: none"> <li>• provide links to reliable websites from Library home page</li> </ul>	<ul style="list-style-type: none"> <li>• only for info provided on own home page</li> </ul>	<ul style="list-style-type: none"> <li>• recommend links to websites that meet Collection Development Policy</li> </ul>	<ul style="list-style-type: none"> <li>• proactively promote Internet safety</li> <li>• respect right of users to privacy re resources consulted</li> </ul>	<ul style="list-style-type: none"> <li>• staff advise users of appropriate conduct</li> </ul>
User responsibilities	<ul style="list-style-type: none"> <li>• assess validity of information found on Internet</li> </ul>	<ul style="list-style-type: none"> <li>• aware Internet sites may not be accurate, complete, current, legal or philosophically acceptable to everyone</li> <li>• aware area shared by users of all ages and sensibilities</li> </ul>	<ul style="list-style-type: none"> <li>• evaluate validity and reliability of information accessed</li> </ul>	<ul style="list-style-type: none"> <li>• responsible for sites accessed and appropriate use</li> <li>• follow LPL Rules of Conduct</li> <li>• respect rights of others</li> <li>• aware public area shared by all ages and sensibilities</li> </ul>	<ul style="list-style-type: none"> <li>• responsible for respecting rights of others</li> </ul>
Children	<ul style="list-style-type: none"> <li>• entitled to access all information and facilities in library</li> <li>• responsibility of parent/guardian</li> <li>• letter to parent/guardian of child under 12, outlining their responsibilities</li> </ul>	<ul style="list-style-type: none"> <li>• parent/guardian responsible for choice of workstation and Internet activity</li> </ul>	<ul style="list-style-type: none"> <li>• have access to all materials including Internet</li> <li>• parent/guardian responsible for monitoring parent limitations</li> <li>• sign responsibility agreement for 12 and under</li> </ul>	<ul style="list-style-type: none"> <li>• support right of parent/guardian to monitor child's use of library resources</li> <li>• LPL does not act in place of parent</li> </ul>	<ul style="list-style-type: none"> <li>• may use all facilities in library</li> <li>• right and responsibility of parent/guardian to monitor</li> <li>• library does not enforce restrictions placed by parent on child's use of Internet</li> </ul>
Filters	<ul style="list-style-type: none"> <li>• unfiltered access</li> </ul>	<ul style="list-style-type: none"> <li>• offer mix of filtered and unfiltered</li> <li>• Netsweeper</li> </ul>	<ul style="list-style-type: none"> <li>• offer mix of filtered and unfiltered</li> <li>• Netsweeper</li> </ul>	<ul style="list-style-type: none"> <li>• filter computers in spaces for children/teens only</li> <li>• Netsweeper</li> </ul>	<ul style="list-style-type: none"> <li>• does not limit access to Internet content but reserves the right to limit</li> </ul>



	CAMBRIDGE PL	KITCHENER PL	WATERLOO PL	LONDON PL	HURON COUNTY
					Internet access in children's areas
Notification (signage, Internet Use Agreement)	<ul style="list-style-type: none"> <li>• on-line acceptance of policy prior to Internet use</li> </ul>	<ul style="list-style-type: none"> <li>• signage, brochures, on- line acceptance of policy prior to Internet use</li> </ul>	<ul style="list-style-type: none"> <li>• signs, brochures, library website</li> </ul>		<ul style="list-style-type: none"> <li>• post Acceptable Use Policy in branches</li> <li>• on- line acceptance of policy prior to Internet use</li> </ul>
Privacy statement/ arrangement	<ul style="list-style-type: none"> <li>• stations in public areas</li> <li>• patrons responsible for selection of sites</li> <li>• patrons aware that others involuntarily exposed to their screen</li> <li>• privacy screens on monitors</li> </ul>	<ul style="list-style-type: none"> <li>• locations where can be monitored by staff for assistance and security</li> <li>• privacy screens on unfiltered terminals</li> </ul>	<ul style="list-style-type: none"> <li>• patrons responsible for selection of sites</li> <li>• patrons aware that others involuntarily exposed to their screen</li> <li>• privacy screens on selected workstations</li> </ul>	<ul style="list-style-type: none"> <li>• attempt to minimize opportunity for unintentional exposure by others</li> <li>• staff do not monitor or censor content</li> </ul>	<ul style="list-style-type: none"> <li>• aware stations in public areas shared by all ages and sensibilities</li> <li>• some content may be offensive, objectionable and/or intimidating to other library customers and/or staff</li> </ul>
Misuse of Internet and Issue Resolution	<ul style="list-style-type: none"> <li>• complaints procedure and staff training</li> <li>• reporting procedure</li> <li>• loss of Internet privileges if refuse</li> <li>• illegal use, etc: library privilege revoked and prosecution</li> </ul>	<ul style="list-style-type: none"> <li>• list of prohibited activities that may result in loss of library privileges</li> </ul>	<ul style="list-style-type: none"> <li>• list of prohibited activities</li> <li>• may result in verbal warning, computer privileges revoked for period, customer expelled from library for period</li> </ul>	<ul style="list-style-type: none"> <li>• users subject to all legislation regulating Internet use</li> <li>• violators risk suspension of library privileges, exclusion from library for period, banning and/or prosecution</li> </ul>	<ul style="list-style-type: none"> <li>• list of prohibited activities</li> <li>• violators risk suspension of library privileges, exclusion from library for period, banning and/or prosecution</li> </ul>

## Attachment 1



Regional Municipality  
of Waterloo

**PLANNING, HOUSING AND COMMUNITY SERVICES  
DEPARTMENT REPORT**

**To:** Chair Bill Strauss and Members of the  
Library Committee

**Report No:** P-LIB-01-002  
**File Code:**

**Date:** February 21, 2001

**Subject:** WATERLOO REGIONAL LIBRARY PUBLIC INTERNET ACCESS POLICY

**RECOMMENDATION:**

THAT the Regional Municipality of Waterloo:

- a) approve Waterloo Regional Library's Public Internet Access Policy as stated in Section 4.1 of Report P-LIB-01-002; and
- b) accept the Internet Use Agreement attached as Appendix B to Report P-LIB-01-002.

**SUMMARY:**

The current Waterloo Regional Library (WRL) policy regarding public Internet access was developed and approved three years ago. With the expansion of Internet access through Industry Canada's Community Access Program grant, availability of better technology, and general concerns in the library community about Internet access policies, some changes to the policy are being recommended. The proposed new policy, stated in Section 4.1, addresses children's rights in the library, balances the use of filtering software with privacy, clarifies warnings about illegal use, pornography and copyright, and places increased stress on the importance of public education.

**REPORT:**

**1. BACKGROUND**

Waterloo Regional Library's current policy regarding Public Internet Access was approved February 11, 1998. Since then, public uneasiness over Internet content, growing concern about children's safety in the library, and lawsuits against United States libraries have prompted Canadian library boards to re-examine their policies.

Over the past several months, WRL staff have been reviewing the current policies, available legal opinions, and practices at other libraries, with a view to revising the WRL policy. In addition, an Elmira resident has expressed serious concerns with existing library policy, and requested that significant changes be made.

This report summarizes these concerns as well as related legal issues, reviews the policies in place in other library systems, and proposes appropriate changes to WRL policies.

**2. COMMUNITY AND LEGAL ISSUES**

Through meetings and letters, one resident has expressed three main concerns with the existing WRL Internet access policy:

1. Children could access or be inadvertently exposed to inappropriate content on the screens of WRL computers which at present have no constraints on Internet content.
2. Children or other adults could see content they considered upsetting or objectionable on the unshielded screens of computers being used by other patrons.
3. Children 8 years of age or older could be left without parental supervision on unfiltered computer workstations.

In addition, WRL staff have noted that outward-facing computer screens limit patrons' privacy. Staff and/or patrons sometimes feel personally offended or affronted by the material being displayed on patrons' computer screens. Also, patrons may need to access or input personal information which they do not want others to view.

In determining how to best address these issues, WRL staff reviewed the legal opinion received by the Ontario Library Association from the law firm of Morris/Rose/Ledgett with staff of the Corporate Resources Department — Legal Services Division. The conclusions as they relate to WRL are summarized below, and are supported by staff of the Legal Services Division.

The WRL policy must attempt to balance conflicting requirements. On the one hand, as a government institution, WRL is legally required to uphold the **Canadian Charter of Rights and Freedoms** which guarantees "freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication." The library must ensure that individuals are free to create and express their ideas, and communicate them widely. In this regard, filtering internet access is a possible violation of the Charter and is akin to having staff cut articles about offensive topics out of the library's newspapers or magazines.

On the other hand, the library has a moral obligation and perhaps even a legal obligation to protect the safety of children in regard to offensive material that may exist on the internet. Litigation has occurred in the United States where parents have sued libraries for alleged harm to their children as a result of exposure to offensive material on the libraries' internet services.

When there are two competing and legitimate concerns, the Charter allows government institutions to impede on Charter rights such as the freedom of expression so long as the impediment is prescribed by law and is demonstrably justified. In essence, the Charter allows government institutions to create compromise positions.

There is also a concern that WRL not commit, or contribute to, crimes. The Criminal Code of Canada contains offences in regard to obscene materials, child pornography, hate propaganda and sedition. The concern is that the WRL could be a party to such offences if persons were using WRL systems to create or disseminate illegal materials. There is a low probability that WRL would be prosecuted under the Criminal Code but some form of due diligence is never the less required so as to prevent and to defend against this possibility.

There are lengthy legal opinions available on how libraries are impacted by each provision of the Criminal Code, and what would be a reasonable response. Overall, it is clear that WRL must be aware of these issues and exercise due diligence through its policies and procedures. Based on a review of these issues, current WRL policy, and the approach taken by other libraries, WRL staff propose the revised policy and

procedures outlined in Section 4, and detailed in Appendices A and B.

### **3. INTERNET POLICIES AND PROCEDURES AT NEIGHBOURING LIBRARIES**

In addition to reviewing legal opinions and policies of other Ontario libraries, WRL staff have discussed the policies and procedures in place at the Cambridge, Kitchener, Waterloo and Guelph Public Libraries.

Kitchener, Waterloo and Guelph Public Libraries offer both filtered and unfiltered public Internet access workstations. Filtered workstations are offered in the Children's Department. Users are free to choose any workstation. Parents and guardians are responsible for their child's choice of workstation and Internet activity.

Cambridge and Stratford Public Libraries have only unfiltered Internet access computers.

Only Kitchener Public Library attaches privacy screens to their computer monitors. None of the libraries orient computer monitors so the screens are not visible to the public.

Waterloo Public Library requires that children 9 years of age and younger be accompanied by a parent or guardian when using the Internet. Guelph and Stratford Public Libraries require children 12 and under to have parental accompaniment. Cambridge and Kitchener have no requirement for parental accompaniment, at any age.

### **4. PROPOSED WRL INTERNET ACCESS POLICY AND PROCEDURES**

#### **4.1 Policy**

Waterloo Regional Library (WRL) will offer Internet access, at no charge, to any person who signs and abides by its Internet Use Agreement.

To meet its legal obligations to support freedom of expression and at the same time uphold its reputation as a responsible, caring community member, WRL will offer patrons a choice of filtered or unfiltered Internet access at its computer workstations.

Waterloo Regional Library will exercise due diligence to prevent the commission of illegal acts, including the printing, publication or possession of child pornography, public incitement of hatred, exposure to public view of obscene material, and violations of copyright law.

While recognizing that the Internet provides access to a vast array of tools and resources for different age levels and points of view, WRL does not act in place or in absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

Through a public education campaign, and through clear warnings in the Internet Use Agreement which parents must sign on their child's behalf, WRL will warn parents of the dangers of unsupervised Internet access. The library will let parents be the best judges of their own children's needs and abilities, and let parents decide when they need to accompany their children at Internet workstations, and which workstations their children can use.

To protect computer resources against possible damage by young children, WRL will require that children 8 years of age and under must be accompanied by a parent when using any computer

workstation, whether connected to the Internet or not.

Waterloo Regional Library will take reasonable measures to ensure patrons' privacy at computer workstations, such as orienting computer screens away from public view, wherever space permits.

#### **4.2 Procedural Measures in Support of the Internet Access Policy**

In general, patrons wishing to use the Internet must have a valid Waterloo Regional Library card, and must sign the Internet Use Agreement shown in Appendix B. If Internet access privileges are revoked, a note will be recorded against the patron's card.

For statistic-gathering purposes, patrons will be asked to present a Waterloo Regional Library card when signing up for Internet use. Persons who do not wish to acquire a library card, e.g. tourists, must sign an Internet Use Agreement at each branch they use.

Waterloo Regional Library will protect itself against filter liability issues by posting notices that the library assumes no liability in the event the filter is not 100% effective. It will safeguard its position of trust with children and families by advising that commercial filters are far from perfect and cannot block all offensive sites, and by clearly stating that parents and guardians are the only 100% effective filter. It will enhance these written warnings with a public education campaign that uses materials developed by the Canadian Library Association, the Media Awareness Network, and other Internet safety organizations.

Waterloo Regional Library will address identified citizen and staff concerns in the following ways:

- Exposure of children to inappropriate content on computer screens: Waterloo Regional Library will require parents or guardians to take responsibility for their child's use of the Internet, until that child reaches age 18. Computer workstations in the Juvenile Department will be filtered. Computers in branches without a separate Juvenile Department will be filtered unless a patron requests otherwise.
- Inadvertent viewing of inappropriate content on other patrons' screens and lack of privacy for computer users: Wherever space permits, Internet computer screens will be oriented to face the wall, away from public view.
- Parental supervision: Through a public education campaign, and through clear warnings in the Internet Use Agreement which parents must sign on their child's behalf, Waterloo Regional Library will warn parents of the dangers of unsupervised Internet access. The library will continue to let parents be the best judges of their own children's needs and abilities, and let parents decide when they need to accompany their children at Internet workstations, and which workstations their children can use. To protect computer resources against possible damage by young children, Waterloo Regional Library will require that children 8 years of age and under must be accompanied by a parent when using any computer workstation, whether connected to the Internet or not.
- Offensive material on public computer screens: Waterloo Regional Library will remind patrons it is their responsibility to consider others and not initiate behaviour which will offend or disrupt other people's enjoyment of the library. Staff are encouraged, and will be supported, to ask offenders to stop disruptive behaviour and/or leave the library.

Due diligence means that the library has taken all reasonable precautions to avoid participating in an illegal activity. Waterloo Regional Library will exercise due diligence in the following ways:

- To avoid possessing child pornography: prohibit patrons from downloading material to the library computer's hard drive, and periodically erase any accidentally or purposely saved material from the drive.
- To prevent printing or publishing of child pornography: Have staff monitor the Internet printers, and intercept any downloading of illegal material to a patron's personal diskette, should staff become aware of this activity.
- Against public incitement of hatred: Explicitly prohibit all illegal activity on its premises, including its Internet computers; have staff monitor and intercept, if necessary, Internet printout; and apply filtering software which blocks Hate Speech sites.
- To prevent the exposure of obscene material to public view: Orient computer screens, where space permits, so they face the wall rather than the public; and have staff remove from view potentially illegal material in response to patron complaints or their own observations.
- To prevent violations of the Copyright Act: Stipulate that only single copies can be made, for personal, study use only, and not for commercial use.

#### **CORPORATE STRATEGIC PLAN:**

The proposed Public Internet Access Policy and procedures supports the Strategic Direction of Public Safety, by changing the Library's policy regarding the filtering of Internet content and the location of computer screens, and by clarifying procedures supporting due diligence.

#### **FINANCIAL IMPLICATIONS:**

The filtering software will be purchased and maintained by the Corporate Resources Department - Information Services Division. As it will be applied to all workstations in the Region, WRL will be only a small component and the cost can be accommodated in the 2001 budget. The cost of the proposed public education program will be covered by the training and advertising components of the library's Community Access Program (CAP) grant.

#### **OTHER DEPARTMENT CONSIDERATIONS:**

This report has been prepared in conjunction with staff of the Corporate Resources Department-Legal Services Division. Waterloo Regional Library staff will work with staff of the Corporate Resources Department - Information Services Division to install the filtering software and develop procedures for regular updates and modifications required by staff and patron feedback.

**PREPARED BY:** *Kae Elgie*, Manager Information Services (WRL)

**APPROVED BY:** *Larry Kotseff*, Commissioner Planning, Housing and Community Services

## APPENDIX A

**Proposed Revisions to WRL's 1998 Internet Acceptable Use Policy**

<b>Evidence of due diligence, recommended by lawyers</b>	<b>'98 version</b>	<b>Work Needed</b>
Shows adherence to principle of intellectual freedom	yes	
Does not charge a fee for Internet use	yes	
Specifies downloading must be for non-commercial use	no	add this
Limits number of viewers per monitor	yes	
Puts up privacy screens	no	not effective
Turns monitors so they don't face the public	no	where possible
Warns users about types of material available on Internet	yes	
Automatically purges all downloaded materials from computer hard drive	no	regular re-imaging will do this
Allows downloading only to individual's floppy diskette(s)	partly	clarify
Issues warnings not to download child pornography	no	add this
Provides information about legal and illegal activities	partly	prepare brochure
Shows library sought legal advice about preventive actions	no	add this
Installs filters which block pornographic sites	no	add to children's computers
Does not allow users to copy or print out information from the Internet	no	impractical: focus on single copy
If copying is allowed, allows only single copies to be made	no	add
States information to be used for personal or study use only	partly	clarify
States information not to be used for commercial purposes	no	add
Includes disclaimers about the quality and reliability of information available over the Internet	yes	
Posts warnings about need to validate Internet information in other ways	partly	post this, as well as have user sign
Requires users to sign release acknowledging possibility of erroneous information	parents only	clarify
Warns users of privacy limitations with email	no	add warning



APPENDIX B

**Waterloo Regional Library Internet Use Agreement**

I understand and will abide by the Internet Use Agreement, and any procedures and policies developed by Waterloo Regional Library.

- \* I will use electronic information sources, such as the Internet, in a responsible, ethical manner.
- \* I will respect and obey copyright laws, by printing or downloading information for personal or study use only, and not for commercial uses.
- \* I will not use the library's Internet services for illegal, unauthorized or unethical purposes.
- \* I understand that on a global network, it is impossible to effectively control content, even with filtering software. Not all sources provide accurate, complete, age appropriate or current information. It is my responsibility to question the validity of all Internet information.
- \* I will not send, receive or display text or graphics which are illegal or offend other library users.
- \* I accept that Waterloo Regional Library cannot be responsible for the accuracy or quality of information obtained through the Internet, or for any loss of data resulting in Internet service interruptions, delays, non-deliveries, mis-deliveries, errors or omissions.
- \* I will not use workstations for illegal, actionable or criminal purposes, or to seek access to unauthorized areas.
- \* I will not infringe copyright and other intellectual property rights.
- \* I will not use FTP (File Transfer Protocol).
- \* I will not subvert or attempt to subvert any security devices, software or hardware, which the library has installed on its Internet workstations.
- \* I will not install or try to install viruses or other programs designed to damage or alter software on library workstations, the local or wide area network, or the Internet.
- \* I will not seek unauthorized access to any computer system.
- \* I will not send unsolicited commercial material (spamming).
- \* I will not misrepresent myself as another user.
- \* I will not attempt to modify or gain access to files, passwords or data belonging to others.
- \* I will not vandalize or steal library property.
- \* I will use only disks purchased from or approved by Waterloo Regional Library. I will not use other personal disks or software programs on library computers.

**If I disobey any of the terms or provisions of this Agreement or the Waterloo Regional Library Internet Use Policy, I understand that my access privileges may be revoked, and disciplinary and/or appropriate legal action may be taken. Vandalism, theft of property or any other illegal conduct will be reported to the Waterloo Regional Police.**

**The Waterloo Regional Library may, from time to time, at its sole discretion, add, delete or amend terms and provisions of this Agreement and its Internet Use Policy.**

**I acknowledge and agree that I have read and understand the terms of this Agreement and, by signing the below, I agree to abide by such.**

User Name (please print) \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Library Membership Card Number \_\_\_\_\_

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

**Internet Use Agreement Page 2**

**Children and the Internet:**

As with other library materials, children’s access to the Internet and other electronic resources is the responsibility of parents and guardians. Parents are strongly encouraged to supervise their child’s Internet sessions, and to inform the child if there are resources they don’t want the child to access.

Waterloo Regional Library does not act in place or in absence of a parent, and is not responsible for supervising children or for enforcing any restrictions which a parent or guardian may place on a minor’s use of this resource.

Children under 8 must be accompanied by an adult when using any library computer.

**Parent or Guardian** (additional signature required for users under 18 years of age)

As the parent or guardian of the above user, I have read and fully understand the Internet Use Agreement I recognize that is impossible for the Waterloo Regional Library to fully restrict access to controversial materials and I will not hold them responsible in any way whatsoever for material acquired on the Internet.

**I acknowledge that the Waterloo Regional Library provides filtered and unfiltered Internet use. I further acknowledge, however, that the software filters installed by the library may not be 100% effective and that my child may still be exposed to undesirable materials. Further, I acknowledge that my permission will allow my child to access filtered and unfiltered sites as this will not be controlled by the Waterloo Regional Library. With this, I accept full responsibility for supervision of my child’s Internet use.**

I hereby give permission for my child to use any public access Internet site, filtered or unfiltered, at Waterloo Regional Library.

Name (please print) \_\_\_\_\_

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

Personal information contained on this form is collected under the authority of the Public Libraries Act, and will be used only by Waterloo Regional Library staff to administer the use of public Internet access workstations. Any questions about the collection of this information should be directed to the Manager, Information Services, Waterloo Regional Library at 575-4590.

## Attachment 2

**REGION OF WATERLOO LIBRARY****SAFE USE CODE**

The library provides equitable access for everyone to a wide range of library services. This Safe Use Code is to ensure the safety of public and staff, to protect library resources and facilities from damage, and to prevent disruptions to library services.

**OPERATING DETAILS:**

- Threatening, abusive or harassing language or disruptive behaviour is prohibited.
- Substance abuse or intoxication is prohibited.
- Unauthorized or inappropriate use of, damage to, or theft of library materials, equipment or property is prohibited.
- Animals are not permitted in the library. This prohibition does not apply to service animals trained, or in training, to assist disabled individuals; or to animals in library approved programs.
- Use of sports equipment inside the library is prohibited.
- Photography, filming or videotaping in the library is prohibited unless authorized by library staff. Permission for the use of such photographs, films or videotapes must be obtained in writing from any member of the public who appear in them.
- Parents or guardians are responsible for the supervision of their children. Young children are not to be left unattended as outlined in the Region of Waterloo Library Unattended Children procedure.
- Be respectful of others when using cell phones, PDAs (Personal Digital Assistants), and other personal communication devices while in the library.
- Food or beverages are not permitted in the areas of public computer workstations, copy machines, special collections or where prohibited by signs. Library patrons are responsible for the appropriate disposal of what they bring into the library.
- Members of the public are not allowed in staff areas without permission.
- Posting notices, solicitation, canvassing, distributing circulars or petitions, or engaging in any commercial activity is prohibited unless authorized by library staff as outlined in the Region of Waterloo Library's Bulletin Board Policy.
- All books, bags, carrying cases, and papers must be made available for inspection by library staff upon request.
- Users must comply with the appropriate use of the Internet and its resources as outlined in the Region of Waterloo Library's Internet Use Policy.
- The library is not responsible for any items left unattended in the library. The Library will dispose of, or donate, any items left behind.
- Any violation of this Code may result in cost-recovery charges, suspension of Library privileges, and/or exclusion from the Library and prosecution. The police will be called if necessary.

## Attachment 3

## References

Cambridge Public Library. **Internet Access Policy**. Approved October 2003. Available via the Internet at <http://www.cambridgelibraries.ca/policy/internet-access-policy> Accessed 27 April 2011.

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London Public Library. **Internet Service Policy**. Effective date November 25, 2010. Available via the Internet at <http://www.londonpubliclibrary.ca/files/InternetService.pdf>. Accessed 27 April 2011.

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Ontario Library Association. **Statement on the Intellectual Rights of the Individual**. Updated and Approved, Ontario Library Association, 1998 Annual General Meeting, November 7, 1998. Available via the Internet at [http://www.accessola.com/ola/bins/content\\_page.asp?cid=662-1109](http://www.accessola.com/ola/bins/content_page.asp?cid=662-1109) Accessed 27 April 2011.

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**REGION OF WATERLOO**

**PLANNING, HOUSING AND COMMUNITY SERVICES**  
**Community Services**

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**TO:** Chair Todd Cowan and Members of the Library Committee

**DATE:** May 3, 2011 **FILE CODE:** R09-01

**SUBJECT: PRIORITY ACTION ITEMS FOR REGION OF WATERLOO LIBRARY**

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**RECOMMENDATION:**

For information and direction.

**SUMMARY:**

At the February 15, 2011 Library Committee meeting, several initiatives proposed by Library Committee members were briefly reviewed. Some suggestions are similar to activities already underway or proposed in the 2011 Budget Report (P-LIB-11-002, February 15, 2011) while others represent new directions. They have been compiled into a draft list of action items in Attachment 1, for discussion and establishment of priorities. Some action items may ultimately require approval by Regional Council.

**REPORT:**

In 2002-2003, the Region of Waterloo Library (RWL) undertook extensive consultations with the Library Committee, patrons (through focus groups) and staff, to develop an action plan entitled "Enriching the Rural Community". Four themes were identified, with a large number of actions proposed for each. Since then, the action items have been updated several times to focus on current activities.

The four themes are:

1. Rural Residents' Bridge to Information: Provide quality and timely information that meets the needs of information seekers
2. Public Libraries in the Rural Community: Promote and place the library at the centre of rural community life
3. Empower the Rural User: Enable the user to be confident and independent in accessing library services
4. The Library as a Community Meeting Place: Create a welcoming, accessible and comfortable environment for the community

If it is agreed that these themes still remain valid, a new action list should be developed to identify priorities for 2011 and beyond. This will provide direction to staff, information for the public, and guidelines to measure our success.

Many significant initiatives are currently underway, with planned completion in 2011/12. Others were described in the 2011 Budget Report (P-LIB-11-002, February 15, 2011), and are being planned. In addition, the current members of Library Committee suggested a number of initiatives during

orientation meetings and at the February 15, 2011 Library Committee meeting.

Attachment 1 is a compilation of the initiatives currently underway (U), planned (P), or suggested by Library Committee (C). All of the initiatives suggested by Library Committee members are included. This list provides a basis for discussion, and direction for prioritizing actions for next several years, within the four themes.

**CORPORATE STRATEGIC PLAN:**

The initiatives being considered support the Region's Values of Service, Integrity, Innovation and Collaboration.

**FINANCIAL IMPLICATIONS:**

NIL

**OTHER DEPARTMENT CONSULTATIONS/CONCURRENCE:**

NIL

**ATTACHMENTS**

Attachment 1: RWL Draft Priority Actions

**PREPARED BY:** *Lucille Bish*, Director, Community Services

**APPROVED BY:** *Rob Horne*, Commissioner of Planning, Housing and Community Services

## Attachment 1

**RWL Draft Priority Actions**

**Source** refers to the origin of the action item: **C**ommittee suggestion as discussed at the February 15, 2011 Library Committee meeting; **U**nderway; or **P**lanned, as mentioned in 2011 Budget Report. **Priority/Timing**: for actions already underway, the approximate completion date is shown; for others, a priority of High, Medium or Low should be assigned in order to provide direction to RWL staff.

	<b>Source</b>	<b>Priority/Timing</b>
<b>1. Provide quality and timely information that meets the needs of information seekers</b>		
-implement new RWL website/investigate mobile applications	U	June 2011/2012
-initiate use of Facebook/social media for communication	C	
-build connections between libraries and the schools	C	
-Family literacy: focus on learning to like to read	C	
-Staff function review to improve service and increase efficiency	P	Sept. 2011
<b>2. Promote and place the library at the centre of rural community life</b>		
-increase number of library users/attract non-users	C	
-increase use of space by the public in library branches	C	
-collaborate with Townships to increase communication with residents	C	
-improve access to library cards	C	April 2011
-find new ways to engage our community, and facilitate projects (some initiatives already underway: in Ayr through Community Health and in Elmira with small business; also new programming in other branches with Wii, games nights, etc.)	C/U	
-impact of all day Kindergarten on library programs – pilot in Ayr	U	Sept. 2011
<b>3. Enable the user to be confident and independent in accessing library services</b>		
-review RWL Public Internet Access Policies and Procedures	C/U	June 2011
-review patron borrowing procedures (requirement for library card)	C	
-staff training to improve service and knowledge	U/P	On-going
-promote Service Ontario, particularly to small business owners	U	On-going
-catalogue search integration/new technology	P	
-review options to provide public training on computer skills	P	October 2011
<b>4. Create a welcoming, accessible and comfortable environment for the community</b>		
-refresh St. Clements branch	U	Sept 2011
-propose and consider pilot to increase/adjust branch hours	C/P	2011/2012
-follow up on new branch considerations for New Dundee, Breslau	P	
-install internal signage to improve accessibility for users and accessible hardware/software at public Internet stations	U	August 2011
-engaging youth – pilot in Ayr	U	Fall 2011



Region of Waterloo

PLANNING HOUSING AND COMMUNITY SERVICES

Community Services

Date: May 3, 2011

## MEMORANDUM

To: Members of the Library Committee

From: Lucille Bish, Director, Community Services

Subject: **KEY ACTION ITEMS FROM DISCUSSIONS WITH LIBRARY COMMITTEE MEMBERS**

File No.: R09-01

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Further to my memo of February 15, 2011 distributed at the Library Committee meeting that day, I have updated the list of suggested action items to include those mentioned at the meeting.

- Focus on increasing number of users, and increasing use of space such as the Gingrich Room (Ayr).
- Consider increase or adjustment to branch operating hours; consider opening on Sunday; consider a pilot to change branch hours.
- Collaborate with Townships to increase communication with residents; could add RWL link on Township webpages; include library information in Mayor's newsletter; communicate through community groups (such as business association); use existing email lists; information kiosk at community centre.
- Consider using Facebook for communication and free or paid advertising.
- Consider increasing the number of Library Committee meetings.
- Library Committee should discuss, and possibly re-consider, the RWL Internet Access Policy and Procedures.
- Make it easier for residents who do not live close to a branch (for example, Clyde and Branchton areas) to obtain a library card; making cards available at Region of Waterloo Citizen Service kiosks (at 150 Main Street, Cambridge, for example) is a good approach.
- Clarify staff procedures to enable patron to borrow materials without a library card, in exceptional circumstances.
- The library should not be passive; it should provide ways of raising consciousness for the community. We should engage our community, understand their needs, facilitate projects and ideas to make things happen.
- Consider how schools are using our library branches; what are our connections.
- What can be done to help focus on learning to like to read.





Region of Waterloo

PLANNING HOUSING AND COMMUNITY SERVICES

Community Services

Date: May 3, 2011

## MEMORANDUM

To: Chair Todd Cowan and Members of the Library Committee

From: Lucille Bish, Director of Community Services

Subject: **CURRENT REGION OF WATERLOO LIBRARY INITIATIVES**

File No: R09-00

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### **New RWL Website**

The library's new website, which will be unveiled in early May, aims to create an intuitive and integrated online experience for its patrons. Patron focus groups and one-on-one usability tests last summer showed that patrons do not distinguish between the online catalogue and the library website. The library's development goal was to seamlessly integrate all online resources – ebooks, research databases, program calendars, online catalogue – into one easy to use site.

Guided by patron preferences, two staff advisory groups worked with the Region's website vendor to organize the information RWL wanted to make available to the public. As requested by the children and teens interviewed, special sections "just for them" were created. Every page of content was written, then edited by two separate library staff persons, then reviewed by the Regional editor. Next the online pages were created with graphics and hyperlinks, and tested for compliancy with accessibility guidelines. The RWL website uses the Region's template for a consistent look and feel, and incorporates the A to Z query capability that has been included on the Area Municipal websites.

Step two of this project will see further work on the catalogue and electronic resources front. Some social media features have already been added to the catalogue: the ability to rate books and movies, add reviews, recommend titles to friends, and even create online book clubs and discussion books. As part of the Ontario Library Consortium's Technical Committee, Kae Elgie is investigating "discovery layer" software which will make finding and downloading electronic resources even easier.

### **Summer Reading Club**

TD summer reading club is a national initiative in public libraries to encourage children to read all summer long. Studies have shown that children's literacy skills decline over the summer if they do not read, which affects their enjoyment of reading and school readiness. Summer reading club motivates children to read, use their public library, take part in special theme activities and have fun.

In 2010, 1503 children registered in summer reading club at Region of Waterloo Library branches. This is an increase of 100 children over 2009. In July and August 2010, over 30,000 children's books circulated.

The 2011 theme is Splash! Celebrate Summer. Sponsored by TD Bank, and coordinated through the Southern Ontario Library Service, libraries receive free posters, stickers and activity books for each child registered. The library hires a summer student, partially funded by a federal Summer Career Placement grant, who promotes summer reading and delivers weekly programs in all ten branches. Reading incentives gathered from local and provincial organizations, museums, parks, and businesses, along with book draws and fun activities encourage children to read and participate in summer reading club. It is an important part of the Region of Waterloo Library's family literacy initiatives.

### **One Book, One Community**

Adults across the Region of Waterloo are encouraged to read the same book, discuss it, and meet the author as part of One Book, One Community (OBOC.) Now in its tenth year, OBOC is celebrating the book *Bury Your Dead* by Louise Penny in 2011.

Thousands of readers participate each year, and books are very popular with Region of Waterloo Library users. As of February 1, last year's title, *The Best Laid Plans*, circulated 259 times, and previous titles are still circulating.

The OBOC committee is a region-wide group that includes all four library systems in the Region, booksellers, a literary magazine, and others who support community building through reading.

### **Increased Accessibility to RWL Membership Cards**

Residents of North Dumfries, Wellesley, Wilmot and Woolwich Townships may now obtain Region of Waterloo Library cards from the Citizen Service Desk at the Regional Municipality of Waterloo office, main floor, 150 Main Street, Cambridge.

To obtain their free library card, residents need to show either photo identification which shows their current address or two pieces of identification which contain the resident's street address.

### **Efforts to improve connectivity and Internet access at branches**

RWL and Information Technology Services staff are working to resolve a connectivity challenge at the Bloomingdale branch, and to provide better computer services at all branches for patrons who do not have home computer or Internet access.

### **Library and Community Collaboration Examples**

The following notes provide highlights of collaboration examples in Woolwich Township library branches. Similar initiatives occur in all of the Townships.

#### **Bloomingdale:**

- We were invited to host a display and speak at the Breslau Caregivers event "Positive Connections" on Wednesday, April 13. This event allowed us to reach over 50+ caregivers, demonstrating the various resources that the library can provide to the community. Many attendees commented that they appreciated knowing the location of our rural branches, rather than having to go all the way into Kitchener or Waterloo. Our display included book on Alzheimer's, cookbooks for diabetes and colitis, books on CD and e-readers, and information on life events from Service Ontario.
- Our monthly story times at the Breslau Community Centre attract over 30 families with young children, creating a positive and fun-filled first-time literacy experience.

### **St. Jacobs:**

- Wii games for seniors (known as the Wee Ladies) is attracting an ever growing group of local seniors, who now enjoy everything from Wii bowling to Wii skiing at the Library. Social + Exercise = Fun!
- In May, grades 1 and 2 of the St. Jacobs Public School will be attending a reading by a favourite children's author at the Library.

### **Elmira:**

- In collaboration with the University of Waterloo, the Elmira branch hosted a free, ten week long Community Literature program. Led by a professor from U of W, the program is a cross between a book club and a university literature course.
- In March, "10 Steps to Starting your Own Business" event, (in collaboration with the Library, Service Ontario, The Small Business Centre, and Woolwich Township) attracted a large number of entrepreneurial participants.
- During April and May, the library is a drop-in spot for "Connecting Communities", a program that supports the Kissing Bridge Trailways Advisory Committee. The local chair-person reports that groups have dropped in every single time they have been there - great for creating local awareness. For more info, go to: [www.springonthetrail.ca](http://www.springonthetrail.ca) | [info@sprintgonthetrail.ca](mailto:info@sprintgonthetrail.ca) | [www.kissingbridgetrailway.ca](http://www.kissingbridgetrailway.ca)
- Our once-a-month Friday Games Night are a very popular event. Families and seniors drop by to join in Scrabble, chess, checkers, puzzles, or theme-games such as Clue or Monopoly. Last month, everyone enjoyed a library-wide scavenger hunt which had the added bonus of introducing people to areas in the library they did not know existed. For no cost and very little staff time, this once a month event has proven to be a great way of encouraging new people to come into the library.
- In the Children's area, our "Read to a Dog" program and Tween Book Club are very popular. Joker, a certified therapy dog, is very encouraging to children who are afraid to read out loud. He has been trained to push a Staple's "That was easy" button after a child has successfully read a book out loud.
- Ronald MacDonald Reads @ the Library! Yes - on April 29 THE World Famous Ronald MacDonald will be hosting a Family Story Time evening at the Elmira Library.
- Our March Break event was huge hit with 100 children coming out to see snakes, tarantulas, and lizards.

### **On the horizon:**

- On June 10, the Library will be hosting a display at the Child Health Fair at the Floradale School, in collaboration with the Region of Waterloo Public Health (Child Health Care division). This is always an excellent opportunity to reach out to our rural Mennonite Community in a comfortable setting.
- Due to popular demand, a follow-up Small Business / Entrepreneur event will be held this fall in collaboration with the Library, Service Ontario, The Small Business Centre, and Woolwich Township.
- A "Well Aware" event with REEP is in the initial planning stages. People can sign up and watch a PowerPoint presentation and have their questions answered about water conservation, well and septic maintenance. This compliments the fact that we are a distribution point for the Township for water sample bottles. For more info, go to: [www.reepgreen.ca](http://www.reepgreen.ca)
- A Library Book Club for Seniors.

- More free Community Lit. classes will be offered this fall with a University of Waterloo professor.
- Summer Reading Club - last year Elmira had over 200 children registered. This year's theme is "Splash". Not to be left out, the library will be hosting a cruise night travelogue for adults as well as a "Capt. Jack Sparrow" look-a-like contest and treasure hunt. The slogan is "Your Library Card is like Gold". Arrrrr Matey!
- Ontario Culture Days are planned for Sept. 30, Oct. 1 and 2. We are in the initial discussion stages with several local artists to offer our space for free painting or drama workshops. For more information go to: <http://culturedays.ca/blog/2010/01/15/culture-days-in-ontario/>
- All RWL branches participate every fall in Food For Fines, a program whereby library fines are forgiven for donations of non-perishable food items. We raise (literally) a ton of food for the local food banks.