

# Programs, Events, Outreach

## 1. Background and objectives

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Programs are integral components of the Library's commitment to enrich, support, and empower our community.

Community engagement raises the Library's profile in the area and has a positive impact on Library use and the community at large. It is a strong mechanism for outreach and promotion which allows the Library to forge partnerships with a wide variety of groups and individuals. It also allows the community the opportunity to inform Library staff and initiate programs that meet unique needs.

Programs are designed and offered to:

- respond to the needs and interests of the community,
- stimulate the imagination,
- foster innovation,
- fill service gaps in the community while also complementing and supplementing programs offered elsewhere in the community,
- foster a love of reading and lifelong learning,
- assist emergent readers,
- highlight the Library's collections and resources,
- serve as a forum for networking and connecting, idea sharing, information gathering and education,
- create and promote community development,
- celebrate diversity, heritage/history and promote cultural awareness,
- promote an awareness of contemporary issues and information,
- attract new and diverse audiences to the Library,
- target marginalized populations,
- offer training and assistance with new technologies and the use of the Library system,
- provide a safe, welcoming environment for meetings with others, and
- be financially feasible and operate within budget guidelines.

Rideau Lakes Public Library is committed to providing quality Library programs that are accessible to all persons who wish to participate at the Library.

The Library upholds the principle of intellectual freedom and supports the rights of individuals to exchange differing points of view on any subject. To accomplish this, the Library may present controversial programs in order to ensure public access to all sides of an issue. Library presentation or hosting of a program does not constitute an endorsement of the content of the program or the views expressed by presenters or participants. You are welcome to express your dissatisfaction with a program, event, or outreach initiative with a written communication to the CEO.

# Programs, Events, Outreach

## **2. Program Planning and Delivery**

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Our staff develop an annual plan consistent with the Strategic Plans of the Library and the Township. It outlines the types, format and target audience of our programs, based on an assessment of the community's needs and our capacity to address them, including partnerships with other organizations, libraries or community services.

Our programs typically target specific audiences, such as pre-school children, seniors, and community groups.

We hold our programs when it is most suitable and timely for the intended audience.

### **Presenters**

Programs will be presented by the Manager of Community Outreach and Programming, trained Library staff, or may feature experts from the community including:

- authors and illustrators,
- performers,
- professional experts, and
- individuals representing community partners/agencies.

The Library may allow presenters to display products or books for sale to the audience. Preapproval is required from the CEO.

An external program presenter may be paid a defined honorarium to be approved by the CEO prior to program delivery. Guest presenters may also be given a token of appreciation.

### **Fees**

As a public library, every effort is made to provide free access to information and ideas through collections, programs and services. In general, programs will be offered without charge to attendees unless cost recovery is required to deliver the program. Donations to Library programming are always welcome.

If applicable, fees for registered programs must be paid at the time of registration. Registration and admission fees are non-refundable including when the program does not meet the expectations of the participant. Refunds will be made under the following circumstances:

- If the paid participant cancels registration five (5) business days before the program.
- If the Library or presenter cancels the program.

# Programs, Events, Outreach

## Attendance

The Library may limit program attendance based on safe use of space or when the successful delivery of a program requires a defined number of people. Participation will be based on a first come, first served basis, either through advanced registration or at the door. The following exceptions will apply:

- The Library reserves the right to limit the number of event tickets per person.
- The Library may be unable to accommodate larger groups at registered or drop-in programs.

The Library may set age guidelines for participation in children’s programs when those programs are tailored to meet the different developmental stages of children, or when the Library staff or program facilitator recommends that the content is best suited to a particular audience.

## Cancellation

The Library reserves the right to cancel programs when necessary and will make every effort to notify the public.

## Locations

Programs may be delivered within the Library facility or in other suitable locations within the community.

## Home Outreach

We provide Home Outreach Library Service to you, if you are house-bound and have no other way to obtain library materials. We offer this service to residents of Rideau Lakes Township, in partnership with community organizations and subject to the availability of staff and/or volunteers.

## 3. Responsibilities

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- a) The CEO assigns the planning, organizing, and executing of programs in conjunction with the Manger of Community Outreach and Programming.
  - b) The CEO has approval authority for all program charges and expenses.
  - c) All policies of the Rideau Lakes Public Library apply to programs.
  - d) Programs will comply with applicable federal or provincial laws and municipal bylaws/regulations.
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# Programs, Events, Outreach

- e) Photographs and videos taken during programs, which may be used in Library promotions, must be accompanied by a Photo Release Form. See Appendix A.

## Liability

The Library does not assume responsibility for damages, personal injury, illness or theft arising from participation in a program or at any other location where a program is held.

Parents and caregivers are encouraged to inform program facilitators if a child has any pertinent medical, physical or allergy issues.

The Library does not assume responsibility for the supervision of minors attending programs. Parents and caregivers are required to attend programs for children less than four (4) years of age. For most programs for children four (4) to ten (10) years of age, parents may choose to not attend the program but must remain in the Library building during the program, preferably in or near the programming room. The Library does not assume responsibility for children while on Library property. See Code of Conduct Policy F-2.

## 4. Program Planning and Measurement

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- a) To determine community needs and interests, the Library regularly evaluates community responses and suggestions for its programs. It also periodically reviews community profiles and uses various mechanisms to gather community input to assist in setting programming priorities and plans.
- b) All programs are designed and evaluated with measurable outcomes in mind.
- c) The Library will have a process available for user feedback and expressions of opinions/concerns about programs. Program evaluation forms are available at the Library, on the Library's website and in Appendix B of this policy.
- d) The public are encouraged to suggest topics for future programs and events. These suggestions will be considered in light of the program design list above and Library resources. Not all suggestions will be used. Program and Event Proposal Forms are available at the Library, on the Library's website and in Appendix C of this policy.
- e) Our program staff promote upcoming events through traditional and social media, posters, and flyers and invite local journalists to attend.

# Programs, Events, Outreach – Appendix A



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Programs,  
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## Rideau Lakes Public Library Photo/Video Release Form

As a participant in a Rideau Lakes Public Library (RLPL) program, I am aware that there may be opportunities for photos or videos of my child or myself to be taken by RLPL staff for use in its advertising, promotion, or publicity.

I hereby give permission for images of my child or myself - captured during regular and special Library activities through video and photograph - to be used solely for the purposes of the RLPL's promotional material, publications and web site and waive any rights of compensation or ownership thereto.

By signing this consent I understand that the photographs will be used in good taste and solely for the promotional purposes of RLPL and that the Library will not sell the photographs, any prints or reproductions of the original, or the negatives under any circumstances without my written consent and permission. (No names of participants or visible nametags will be used.)

I have read the above authorization and release. I understand the authorization and I confirm that I have had the opportunity to have it explained to me, and that any questions I may have with respect to the authorization have been answered to my satisfaction.

I hereby **waive any right** to inspect and / or approve the finished product that may be used in connection therewith or the use to which it may be applied.

**Name of Participant** \_\_\_\_\_

**Participant's address:** \_\_\_\_\_

**Participant's Phone No.:** \_\_\_\_\_

**Name of Parent/Guardian** \_\_\_\_\_

(To sign if subject of photograph is under the age of 18 years. Guardian may be required to provide proof of relationship to subject)

**Parent/Guardian's signature:** \_\_\_\_\_

**Parent/Guardian's address:** \_\_\_\_\_

**Parent's/Guardian's phone no.:** \_\_\_\_\_

**Date:** \_\_\_\_\_

(IF TELEPHONE NUMBER AND / OR ADDRESS OF GUARDIAN IS DIFFERENT THAN PARTICIPANT, BOTH PARTICIPANT'S AND GUARDIAN'S ADDRESS AND NUMBER WILL BE REQUIRED).



# Programs, Events, Outreach – Appendix B

## Rideau Lakes Public Library Program Evaluation Form

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

Name of the Program:

\_\_\_\_\_

You are a :    child (under 12)            teen (12-18)    adult            parent            older adult  
(optional but please circle all that apply)

How do you rate this program on a scale of 1 to 5, one being poor, low value and 5 being excellent, great value. (Please circle)

1                    2                    3                    4                    5

Would you recommend this program to someone else? (Please circle)    Yes    No

Please share your comments about this program...

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

Do you have any ideas for future events or programs?

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

In general, when do you prefer to attend programs like this? (please circle)

mornings            afternoons            evenings            no preference  
weekdays            weekends            no preference

# Programs, Events, Outreach – Appendix C



## Program Instructor Agreement

<b>PROGRAM INFORMATION</b>			
<b>Program Title:</b>			
<b>Instructor:</b>			
<b>Location:</b>			
<b>Course Start Date:</b>			
<b>Course End Date:</b>			
<b>Course Schedule:</b>	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>Mon:</b>  <b>Tues:</b>  <b>Wed:</b> </td> <td style="width: 50%; vertical-align: top;"> <b>Thurs:</b>  <b>Fri:</b>  <b>Sat:</b> </td> </tr> </table>	<b>Mon:</b> <b>Tues:</b> <b>Wed:</b>	<b>Thurs:</b> <b>Fri:</b> <b>Sat:</b>
<b>Mon:</b> <b>Tues:</b> <b>Wed:</b>	<b>Thurs:</b> <b>Fri:</b> <b>Sat:</b>		
<b>Number of Weeks:</b>	<b>Total Number of Weeks:</b> <b>Total Number of Hours:</b>		
<b>Costs:</b>	<b>Total =</b>		
<b>Minimum Number of Participants:</b>	/ class		
<b>INSTRUCTOR DETAILS</b>			
<b>Name:</b>			
<b>Address:</b>			
<b>Cell #:</b> <b>E-Mail:</b>	<b>Emergency Contact:</b>		
<b>Other Comments:</b>			



# Programs, Events, Outreach – Appendix C

Cont...

## TERMS

1. Rideau Lakes Public Library (RLPL) will provide all administrative duties pertaining to the program; registration, booking of facility, refunds, advertising etc.
2. RLPL retains the right to cancel any session where there are insufficient numbers to operate the program.
3. The instructor will be responsible for directing an individual, who participates in the program but has not yet registered, to register before the beginning of the second class.
4. RLPL has the right to cancel a class due to a special event and will provide necessary notice to the instructor and participants when doing so. Every attempt will be made to make up the class.
5. The instructor will be given an attendance sheet that is to be filled out and handed back in at the end of each session to the Manager of Community Outreach and Programming.
6. The instructor will provide one day’s notice to the Manager of Community Outreach and Programming if they are unable to make a scheduled class.
7. During the period that the program is operating, the instructor will represent RLPL in a professional manner
8. Instructors agree to release, save harmless and indemnify RLPL or its agents from any and all claims as a result of bodily injury or death to any persons as a result of negligence by the instructor.
9. Instructors agree to provide criminal reference checks on request.

Signature RLPL Coordinator

Date:

\_\_\_\_\_

\_\_\_\_\_

Signature Instructor

Date:

\_\_\_\_\_

\_\_\_\_\_