



Section of Policy Manual: Services	Policy No. : SER-06
Subject: Adult Services	Policy Approval Date: April 12, 2018
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Section 1: Purpose

Gravenhurst Public Library strives to meet the needs of all people in Gravenhurst. To ensure that the library is upholding its mandate and aiding in the stimulation of intellectual growth and cultural appreciation of adults, the library will: strive to provide appropriate adult materials, reference and reader guidance, resources, programming, and general services to adults. This policy will discuss the above services in further detail.

Section 2: Scope

To ensure that the needs of adults of Gravenhurst are met, this policy will discuss the services and materials available to adults ages 18 and older.

Section 3: Intellectual Rights of the Individual

Gravenhurst Public Library upholds the Ontario Library Association's position on Intellectual Rights of the Individual. The OLA Statement on the Intellectual Rights of the Individual reads as follows:

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

- 1) That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
- 2) That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- 3) That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.



- 4) That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- 5) That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- 6) That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- 7) That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Section 4: Services

1. Gravenhurst and Muskoka residents of all ages have the right to a Gravenhurst Public Library card, with the following guidelines for adults:
 - a) Adults must present two pieces of identification to create a card. One piece of identification must be government issued with photo identification, and one must contain the address of the individual.
 - b) All adult borrowers must have individual cards. The library does not issue family cards.
 - c) Adults who are unable to attend the library in person, but would like to access library materials may have a family member, friend, or assistant complete a registration form in order to receive books. Adults who are unable to attend the library in person may request that library staff deliver library materials to a home within town limits, at the discretion of the staff, or they may have a designated family member, friend, or assistant borrow materials on their behalf.
2. All adults without a public library card will have equal access to the services and materials available to other users (with the exception of checking materials out).



3. Gravenhurst Public Library offers a variety of services to residents of Muskoka. These services include, but are not limited to:
 - a) Adult Specific Programming
 - b) Aiding in Local History & Genealogy Research
 - c) Assistance in Person, via Email, and via Telephone
 - d) Interlibrary Loan Service
 - e) Library Instruction and Orientation
 - f) Quick Reference
 - g) Readers' Advisory
 - h) Technical Instruction, including instruction on library equipment, as well as personal devices when possible

Section 5: Collections

1. The library will maintain a comprehensive adult collection based on the Collection Development Policy MAT-01. These collections will include:
 - a) Materials that meet high standards of quality, including reviewed and award winning materials;
 - b) Materials that reflect current community and societal trends, as well as materials that can be considered to have permanent or contemporary value, including materials that could be considered "classics";
 - c) Materials that represent a range of mediums, including print materials, non-print materials, and digital resources.

Section 6: Reference and Readers' Advisory

1. Staff will provide reference and readers' advisory using a wide range of skills, tools, and methods. These include digital and print readers' advisory tools as well as personal experience with the materials in the library;
2. Staff will strive to better understand the request of the patron by using a variety of methods, including conducting readers' advisory interviews;
3. Regardless of the age of the requester, all questions and requests placed upon staff should be answered in a professional, non-judgemental, non-biased or censored manner, using confidentiality and respect;



4. When appropriate, staff will point out a variety of resources available throughout all areas of the Library. These include, but are not limited to, print, non-print, and digital resources;
5. When appropriate, staff should teach patrons how to better utilize the library's materials, including demonstrating how to find materials, how to use the catalogue, and how to access digital resources.

Section 7: Advocacy for Adults

1. Staff members take an active role in advocacy through community outreach and partnerships. In order to ensure that adults have a voice in their community, staff members will:
 - a) Network and provide outreach throughout the community to ensure that adults are aware of the services available to them at the library;
 - b) Collaborate with agencies to contribute to adult health and well-being and to promote literacy, love of reading, and lifelong learning;
 - c) Seek support for adult services from community organizations, fundraising, donations, etc;
 - d) Advocate for adult services to the board;
 - e) Ensure that adults have an active voice in library programs.

Section 8: Staffing

1. The Library will ensure that all staff members receive appropriate training to provide knowledgeable library service, including readers advisory and reference services.
2. The board will support ongoing staff training and professional development in adult services.

Section 9: Programming

1. Gravenhurst Public Library recognizes their role in educating and enlightening the community. As such, the Library strives to make information accessible and exciting for everyone. Therefore, the Library will provide programming specifically for adults.
2. All adult programming will be facilitated by trained library staff or partner groups.



3. The Library will consider patron input when planning and implementing programs.
4. Adult programs will include:
 - a) Programs for that encourage socialization within the community;
 - b) Programs that focus on current community interests and trends;
 - c) Programs that aid in teaching new skills, including technology skills.

Section 10: Technology Services

1. Gravenhurst Public Library provides patrons and community members with access to technology. Adults may access unfiltered computers located within the adult section.
2. Access to technology within the library is governed in regards to the Internet Access Policy 33.

Section 11: Library Space

1. The Library is committed to providing a comfortable public space to meet and relax. As such, the library will provide public seating space. This seating space will be divided into two sections: individual seating, where patrons can relax individually or socially, and meeting seating, where patrons can conduct social or educational meetings.
2. The Library is committed to accessibility, and as such will have accessible seating. All public areas of the library will be accessible to patrons.

Section 12: Conduct Behaviour

1. All patrons are expected to follow the Library's Rules of Conduct Policy. The Library recognizes that the Library is a place of learning and collaboration. As such, controlled noise levels are acceptable. Library staff will intervene and stop a patron from a behaviour if:
 - a) It effects the enjoyment of the Library for others;
 - b) It disrupts a program;
 - c) It presents a dangerous situation for that patron, any other patron, or staff;
 - d) It effects library equipment, library furniture, or a library facility.