

Terms of Reference of the Ontario Public Library Guidelines Monitoring and Accreditation Council

April 10, 2019

NAME

Ontario Public Library Guidelines Monitoring and Accreditation Council /
Conseil de l'agrément et du contrôle des Lignes directrices pour les bibliothèques publiques de l'Ontario

PURPOSE OF COUNCIL:

All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service. The Guidelines offer a method for libraries throughout the province to meet basic service levels and to develop and grow to meet the ever-changing needs of their communities.

1. To implement the Ontario Public Library Guidelines, by selecting audit teams to conduct peer audits of public libraries in Ontario at the request of the library system and reporting the results to council for evaluation.
2. To accredit public libraries as appropriate under the current guidelines upon consideration of an audit team report and their recommendations.
3. To monitor the continuing effectiveness of the Ontario Public Library Guidelines as a useful peer audit tool for provincial public libraries. and to advocate for accreditation and use of the guidelines as an effective planning tool in Ontario public libraries. and to advocate for accreditation and use of the guidelines as an effective planning tool in Ontario public libraries.
4. To revise and/or update as a whole, or in part the Ontario Public Library Guidelines as required.
5. To publish the Guidelines in English and in French.
6. To maintain an online presence via an official website and/or other platforms deemed useful by the OPLG Council, for Council to provide current and relevant information in relation to the Ontario Public Library Guidelines.

MEMBERSHIP

A representative as recommended by appropriate parent organizations shall reflect interests under the following categories. Members of currently accredited library, or those actively working towards accreditation are preferred:

1. Francophone - An open call will be issued by the OLS on behalf of Council to become a member
2. First Nation - An open call will be issued by the OLS on behalf of Council to become a member
3. Northern (Small) - An open call will be issued by OLS-North on behalf of Council to become a member
4. Southern (Small) - An open call will be issued by the Southern Ontario Library Service on behalf of Council to become a member
5. Rural (through ARUPLO - Administrators of Rural and Urban Public Libraries of Ontario)
6. Medium libraries (through AMPLO – Association of Medium Public Libraries in Ontario)
7. Large / Urban (through CELUPL - Chief Executives of Large Urban Public Libraries)
8. Libraries Unit of the Ministry of Tourism, Culture and Sport (for the Province of Ontario)
9. OPLA - through the Ontario Public Library Association
10. OLBA - through the Ontario Library Boards' Association
11. Southern Ontario Library Service (SOLS) representative
12. Ontario Library Service – North (OLS-North) representative

MEMBERSHIP (continued)

Duties of Council Members

In performing their duties, the members of the Council will provide knowledge and expertise by way of fairly representing the member interests that they were appointed to represent. They will take into account the scope of all matters relating to the governance, operations and functions of public libraries in the province of Ontario.

Statement of Confidentiality

In performing their duties, the members of the Council will exercise due diligence to maintain ultimate confidentiality of all proceedings, discussions and details pertaining to the work, activities, reports and decisions of Council. All questions, communications and official comments regarding any or all Council business will be brought to Council. All official comments, statements, testimonials or other details will be addressed by the Chair of Council or authorized designate.

Term

Member's appointments are subject to the procedures of their parent organization, which may be as long as a 4-year term. Members may serve subsequent terms with no limit.

Removal and Vacancies

The Board may remove any member of the Council if:

- (a) the member has been absent without just cause from three consecutive meetings of the Council and is deemed to have resigned and such absence constitutes his/her resignation;
- (b) the member-institution whose interests the member represents ceases to exist;
- (c) the member no longer meets the membership criteria for the Council via the Terms of Reference herein;
- (d) when a member is found by the Council to be in breach of the Terms of Reference and may be removed with cause;
- (e) the parent organization revokes the appointment of the sitting member.

A Council member ceases to be a member when:

- (a) the member's term expires without notice of re-appointment;
- (b) the member is unable to act due to non-temporary incapacity or illness;
- (c) the member is removed from office for a violation of authority or the terms of reference;
- (d) the member resigns, in which case the resignation is effective on the later of the day on which the resignation is given to the Board, and the day specified in the resignation.

MEMBERSHIP – Removal and Vacancies (continued)

If a vacancy of a member occurs during the course of a term of Council, all sitting Council members will address appropriate procedures to advertise and collect interest for participants to fill the vacancy from the appropriate partner group or at large from the greater Ontario Public Library community. Results of these activities will be supplied to the parent body the Ontario Library Service – North, for informational purposes to review all applicants and recommendations will be provided to Council with the intent of appointing a new member who best represents the interests of the Ontario Public Library community for the remainder of the term. If less than three months of the term remains, a vacancy shall not be filled.

If a vacancy occurs of a Council member who is an elected Officer of the Board (President, Vice President, Secretary/Treasurer) three months or more before the expiry of the term, the Board will conduct an election process to replace the position declared vacant with another Council member for the remainder of the original officer's term. If less than three months of the term remains, the vacancy will not be filled, and the appropriate duties will be redistributed to the other elected members of Council.

MEETINGS

As often as necessary, meetings are held by electronic means such as teleconference or other appropriate technology to connect members. Meetings will be called as required by the Chair of Council and arranged by the Coordinating Secretary, who shall be the Council member appointed by OLS-North.

On occasion, to address specific needs, the Chair of Council may request from the OLS Agencies to hold a face to face meeting for the purposes of conducting regular or special business of Council. Travel, accommodations and logistical support for any face to face meeting will be reviewed and approved on a case by case basis by the CEOs of OLS– North and the Southern Ontario Library Service.

Quorum

A quorum shall be a simple majority of appointed members.

While Council members are expected to attend all Council meetings, if a member is unable to attend a meeting, notification should be provided to council at least 24 hours ahead of any scheduled meeting to ensure quorum. No alternates are permitted to be sent to replace any sitting Council members.

Non-Member Attendance and Delegations

The CEO of either OLS Agency may choose to attend meetings from time to time.

Through the Chair or Secretary, delegations or guests who are not members of the Council may request a time (15 minutes) on the agenda to address a specific topic or aspect of the work of the Ontario Public Library Guidelines Monitoring and Accreditation Council. The Chair may extend the time limits as appropriate with the consensus of Council.

OFFICERS

1. The Council shall select from its members a Chair and a Vice Chair, who shall serve concurrent two-year terms. For electoral purposes, the OLS-North Administrative support person shall act as returning officer for both elections. The Chair shall preside at all meetings of the Council, sign correspondence on behalf of the Council and otherwise carry out such duties as are customary in such an office. The Vice-Chair shall preside at any meeting at which the Chair is not present and shall carry out such other duties of the Chair as may be necessitated by the absence of the Chair.
2. At each meeting the Coordinating Secretary will be designated to take meeting minutes which will be sent to the Chair to review and circulate to members before the next meeting. The Coordinating Secretary will ensure that the minutes are presented in a consistent format. In the absence of the Coordinating Secretary, a member at large shall be appointed by the Chair to assume the minute taking duties for the purposes of the meeting at hand.
3. The Coordinating Secretary will support the Chair in developing and circulating an agenda for each meeting, as well as assist in coordinating any other necessary administrative functions for the purposes of conducting the business of Council.

ADMINISTRATION

OLS-North as the administrative body for the Council will take responsibility for the financial administration of the Council's activities. The OLS-North appointee to the Council will act as Coordinating Secretary and will ensure that appropriate records are maintained in order to conduct regular Council business, and to maintain a both a current and historical record of all matters relating to the Council.

OLS-North and SOLS will be consulted in an advisory capacity pertaining to any changes to the Council's Terms of Reference and the Guidelines created by Council.

For the purposes of all Council business or transactions required to perform the business of the OPLG Council, Council must submit in the form of a written recommendation any matters deemed to be significant to the administrative body (Ontario Library Service – North) which contain any action which would commits funds, resources or staff time from the administrative support staff which may be tasked to support the OPLG. This includes any requests which may be above and beyond the normal duties of Council, approved plans or major projects listed within these terms of reference.

The OLS-North representative will request, on behalf of Council, appropriate financial documentation on a bi-annual basis or as required based on the business before Council.

SPECIAL PROJECT FUNDING

Specific projects, such as funding for translation, marketing and similar activities related to Council's business or work, may be funded by any or all of the following sources: the Ontario Library Services; the Ministry of Tourism, Culture and Sport; other governmental ministries and agencies both federal and provincial in jurisdiction including the Ontario Trillium Foundation; private sector partners as invited or initiated by Council; and contributions from the organizations represented within Council's membership; as agreed upon by Council and the Ontario Library Service agencies.

FUNDING OF PEER AUDITS

1. Peer audits shall be funded by fees levied upon libraries being audited. (See Appendix "A", Fee Schedule.) Given the current auditing structure in place by council, the Southern Ontario Library Service and Ontario Library Service – North shall provide staff to the OPLG Council to conduct audits in their respective geographic areas to assist with Council's work. These allocations shall be done in kind to the OPLG.
2. As a general principle, fees should be kept low, so as not to be a barrier to participation in the program. In particular, without compromising the integrity of the peer audit process, the Council will keep in mind the fact that geographic proximity of audit team members will help keep costs at a minimum. The peer audit process should be based on a cost recovery model.
3. Cost items to be taken into account are:
 - a. Expenses for the audit team, including transportation to the site(s); accommodation if the location warrants it; and meals for the period of the peer audit.
 - b. An honorarium for each member of the audit team not being remunerated by his/her employer during the audit exercise.
4. These fees shall be recommended by the Council according to the ADMINISTRATIVE Section above. Fees shall not be changed more than once per year and may vary from library to library depending on the number of branches or any such similar factors based on travel, number of locations and number of days required to audit the library system.

AUDIT TEAMS AND PEER AUDIT PROCESS

1. Any public library in Ontario may request a peer audit.
2. On receiving a request for a peer audit, the Council will seek two people to act as audit team members. OLS-North's Finance Department will invoice the Public Library System once the audit has been scheduled and completed by the audit team.
3. At least one member of each team shall have a Masters of Library and Information Science (MLS, MLIS, MIS) degree or an equivalently titled Graduate degree from an accredited school of library and information science. At least one member of each team shall have held the post of Chief Executive Officer or a position with considerable discretionary authority within their library system or organization. Co-Auditors will first be chosen from accredited libraries within the region. When none are available for practicable reasons, alternative members as approved by Council shall be appointed to the audit teams.

AUDIT TEAMS AND PEER AUDIT PROCESS (continued)

4. Team members shall be active staff members of a public or county library system or of the Ontario Library Service, within the province of Ontario, or shall have been such within the two years prior to appointment.
5. In selecting the audit team, the Council shall bear in mind the following factors:
 - a. One of the audit team members shall represent the audited library's peers, in terms of size, geography, and administrative considerations.
 - b. The second team member shall bring a different perspective upon the audit.
 - c. Where practical and possible, the Coordinating Secretary will endeavour to employ, at minimum, of one auditor from an accredited library within a reasonable geographic proximity to the library requesting the audit.
6. Peer audits may be carried out in English or French, as requested by the library being peer audited.
7. Ontario Library Service staff appointed to Council, in conjunction with the external audit team members, will negotiate time and location for the peer audit, reporting deadlines and any other such administrative items directly with the library requesting a peer audit. The confirmed results shall immediately be reported to the Coordinating Secretary of Council for recording keeping and information sharing purposes
8. The peer audit shall be conducted using the current-version of the Guidelines for the year of audit. Any requests for special consideration or exemption to this practice, and only under extenuating circumstances, must be received in writing to Council via the Coordinating Secretary for consideration and ruling.

PEER AUDIT REPORTS

The audit team shall, following completion of the peer audit, report to Council in the following fashion:

a. Local Report

1. Provide the library with a general report indicating the results, both overall and in specific areas as reflected from the current edition evaluation of the Ontario Public Library Guidelines.
2. Provide the library with a statement as to whether the library is to be recommended to the Council for accreditation or not as per the following standards for accreditation:
 - 2.1 Each question in the Guidelines shall be scored 1 point for successful achievement.
 - 2.2 In order to be recommended for accreditation a library must meet all mandatory guidelines, achieve no less than a 90% score in each of the "System" sections and a 90% in the total in the "Observational" section.
 - 2.3 Should the library being peer audited demonstrate to the audit team's satisfaction that any particular question is not relevant to the library's local situation because of the presence of a local institution, organization or service, this question may be omitted in calculating the above percentage. Any omission items shall be reported in a careful and detailed manner for Council's review.

PEER AUDIT REPORTS – Local Reports (continued)

3. If the library being audited is substantially in compliance with particular guidelines of either the mandatory or non-mandatory variety, the report may indicate which items require additional attention and set out a reasonable timetable within which these items may be upgraded to the appropriate standard without the need for another full peer audit. Any changes to the Peer Audit process as noted above must be immediately reported to the Coordinating Secretary in order to properly inform Council of the modification of process recommended. As required, appropriate motions will be passed to ensure accountability, transparency and integrity of the audit process is maintained.
4. If the library is not being recommended for accreditation, the Audit Team will provide both to Council and the Library system appropriate information as to where the library may get assistance in helping it to meet the current edition of Guidelines in future.

b. Report to the Council

1. Provide confirmation that the peer audit has been completed as per the current Guidelines and confirm that the report has been issued in a timely fashion to Council for consideration.
2. Provide a recommendation that the library be (re) accredited or not be (re) accredited. Details of the peer audit report are to remain confidential to the members of the Council unless the library specifically gives written permission for them to be divulged for either internal or external purposes.

ACCREDITATION PROCESS

1. Upon receipt of a peer audit report recommending accreditation or reaccreditation, Council will review, and may approve the recommendation as presented. Alternatively, Council reserves the right to call upon the Audit Team for clarification or additional information.
2. Where Council approves a peer audit team's recommendation, Council will formally recognize the library as an Accredited Ontario Public Library and inform the Library System's CEO of the result.
3. An Accredited Ontario Public Library will receive an accreditation certificate and such promotional items as Council may make available from time to time to help identify the public library system as an Accredited Ontario Public Library. The Minister of Tourism, Culture and Sport will be invited to sign the Certificate of Accreditation. The certificate will be co-signed by the Chair of the Council.
4. Accreditation will be valid for five years from the date Council approves the audit report via formal motion, to the end of the 5th calendar year the accreditation status is granted.
5. A library may petition to expand the complement of the branches within their system who are accredited under the library system's umbrella. Requests will be reviewed on a case by case basis, by sending a formal request to the Ontario Public Library Guidelines Council through the online audit request form. Each additional branch added to a library system's record will be deemed to be accredited for the remainder of the system's accreditation from the date of the approval of the audit report by the OPLG Council thru to the end of the expiry of the system's accreditation period. The OPLG Council will not entertain any addition of branches to a system's record, if the system's accreditation is within the last year of the five-year term of accreditation.

RE-ACCREDITATION PROCESS

1. To maintain its status as an Accredited Ontario Public Library, a library is required to undertake a peer audit every five years.
2. In addition to obtaining the minimum score required for accreditation, the library will be expected to have taken some steps towards addressing any shortcomings raised in the previous peer audit report.
3. A reminder will be sent to all eligible libraries 12 months prior to the expiration of their current accreditation.
4. The library, pending request, can ask to extend their accreditation for a reasonable period of time, under one calendar year by submitting a written request to Council for approval. Council reserves the right to make the final decision on all extension requests.
5. A library may petition to expand the complement of the branches within their system who are re-accredited under the system's umbrella. Requests will be reviewed on a case by case basis, by sending a formal request to the Ontario Public Library Guidelines Monitoring and Accreditation Council through the online audit request form. Each additional branch added to a library system's record will be deemed to be re-accredited from the date of the approval of the audit report by the OPLG Council thru to the end of the expiry of the library system's overall accreditation period of 5 years. The OPLG Council will not entertain any additions of branches to a system's record, if the system's re-accreditation is within the last year of the five-year term of re-accreditation.
6. Within the last year of accreditation, a library system may petition, in writing to Council within the first 6 months of the 5th year or earlier, indicating that an extension to the timelines is required. This request will be brought forward to Council for consideration. If approved by motion, subject to sufficient detail, explanatory notes and context is provided, Council will have the discretion to approve up to 12 months for the library system to address any points of concern noted in their request. Extensions beyond 12 months will not be entertained.
 - i. Fees for any extension request will reflect the contents of Appendix A – Fee Schedule as approved by the Council.
 - ii. From time to time, the Council may wave by motion extension fees for the purpose of testing, research or Council business as dictated by Council.

OPL Guidelines Monitoring & Accreditation Council – Terms of Reference

Approved Nov. 2004

Revised and approved Sept. 2009

Revised and edited upon transfer of Council to OLS-North Nov. 2012, Approved

Revised and updated by Council and OLS-North November 2015, Approved

Revised and updated by OLS-North August 2016, Approved

Revised and updated by OLS-North & the OPLG Council January 2018, Approved

Revised and updated by OPLG Council February 20, 2019, Approved

Revised and updated by OPLG Council April 10, 2019, Approved

APPENDIX “A” Fee Schedule

Fees

A fee of \$200 per day to cover the cost of an audit team of two persons will be charged to all Library Systems seeking accreditation. Fees will be charged via invoice from Ontario Library Service – North on behalf of the Ontario Public Library Guidelines, Monitoring and Accreditation Council.

Experience has shown one day to be adequate for a library system which has properly prepared itself for peer audit. We encourage all libraries seeking accreditation to take part in a pre-audit exercise with their respective OLS Agencies to ensure their documentation and support materials are in proper order before requesting an audit.

Under certain circumstances (e.g. if there are multiple locations to be peer audited), an additional day or days may be required. Approval of additional days will be authorized by Council on a case by case basis.

This fee is inclusive and no additional charges would be levied for transportation costs, accommodation, meals, honoraria or any other costs to the Library System seeking accreditation.

Audit Day One	\$200
Audit Per Additional Day	\$100
Additional Branches(es) audited within the five-year term	\$100

Extension Fees

An additional fee of **\$50 per audit** request will be charged to any library requesting (re) accreditation who voluntarily chooses to extend the period of their current accreditation period or applies after the deadline set by Council. Requests for extensions shall be reviewed, considered and approved by Council via motion, after the receipt of a written request is submitted to the Coordinating Secretary and forwarded to Council. No extension will be granted for any period greater than 12 calendar months.

Ref: (Motion 13-29), as of January 1, 2014, all libraries who were duly informed of their upcoming expiry of their current accreditation, will be charged a \$50 fee for the purposes of extending their current accreditation period. This fee would be added to the assigned and acknowledged audit fee, whether it is a one or two day audit process.

Honorarium

Where applicable, an honorarium of \$50.00 per day will be covered by the daily fee for any auditor who is not employed by the Ontario Library Service agencies or whose organization or library system is not paying their daily wages during the course of an Accreditation Audit period.