

Category: Communication
Policy Number: 4-1
Policy Name: Communication

Purpose:

To outline the protocol for official communication by the Board, through public comment or official minutes and other media, and to indicate the method by which the public may contact Board members.

Policy:

The Chair of the Waterloo Public Library Board and/or the CEO (and in their absence, the Vice-Chair, or Committee Chairs) assumes the role of spokesperson when statements on behalf of the Library are required.

Typically, the Chair of the Board is responsible for communicating Board decisions, and the CEO for communicating administrative and system-wide information about the Library and its services.

Board members will inform the Chair of the Board and/or the CEO of any requests for information or public comment they have received, through any outlet. Further interaction with the media will be in accordance with Section 1 of *Policy 1-3 Library Board Code of Conduct*.

Staff members must refrain from speaking on behalf of the Library and/or the Board unless they have been asked to do so by the Chair of the Board or the CEO. Staff will inform the CEO of any requests for information or public comment.

Communication of Library Board Meeting Agendas and Information Packages:

Library Board Meeting Agendas shall be prepared per *Waterloo Public Library Governance Policy 1-1 Section 6.3*.

Library Board Meeting Information Packages will be posted on the Library website no later than one business day prior to a corresponding meeting. Contents of these packages that will be posted on the website will include:

- The meeting agenda(s)
- Other selected documents related to the meeting agenda, at the discretion of the Board Chair and CEO, including but not limited to:
 - Documents prepared by the Library Board or Library staff, including committee reports when appropriate
 - Correspondence from government entities or other public organizations

Board Meeting information packages posted on the website will be kept on the website for a minimum of two (2) years.

Notwithstanding the preceding, the following documents and/or information will not be included in the packages posted on the Library website:

- Materials related to Closed or In-Camera meetings as defined by the *Public Libraries Act*
- Materials protected under the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*

- Materials protected under the *Public Libraries Act*
- Materials protected by any other Waterloo Public Library Policy

Communication of Library Board Minutes:

Approved Board meeting minutes will be posted on the Library website within three business days of approval. In-camera sessions of a Board meeting and Closed Board meetings are confidential and minutes are not available to the public.

Requests to view hard copies of the minutes and other Board information materials shall be made in writing through the Business office, allowing a minimum of three business days for preparation. Requests should be directed to the Secretary/Treasurer of the Board/CEO, or in their absence, the Deputy CEO. Requests for photocopies or electronic records of minutes and other documents may be subject to a copy fee as permitted by MFIPPA regulation.

Contact Information for Board Members:

Names of Library Board members are posted on the Library website. Written correspondence to the Board may be addressed to the Chair of the Board and sent to the Library’s mailing address, or emailed to the Board Chair.

Personal information for Board members, such as home address, email or phone number, will not be released by staff. Customers will be directed to the CEO, or in their absence, the Deputy CEO for further assistance.

Social Media:

The Library may, at the discretion of the Board and/or the CEO, maintain various Social Media links (e.g., Facebook, Twitter feeds,) which can be used to enhance the communication of Library information within the community. These will be in keeping with the communications policy outlined above.

Document Record:

June 2003	Initial Release
May 2010	Reviewed
January 2014	Reviewed
June 2019	Reviewed