

Delegations and Public Participation Policy

Effective: February 19, 2026

Next Review: February 2030

PURPOSE:

To detail the formal process by which members of the public can provide feedback on the policies, services and practices of the London Public Library (Library) to the Library Board (Board).

SCOPE:

The policy covers:

- Delegations, in person or in writing, at Regular Meetings of the Board or at specially-organized Public Participation Meetings; and,
- Correspondence directed to the Board.

DEFINITIONS:

Correspondence: means any Correspondence in any form directed to the Board or to the CEO & Chief Librarian (CEO), as the Secretary-Treasurer of the Board, regarding matters of Board interest, or a written, oral or recorded brief presented at a Regular Meeting of the Board.

Delegation: means any member of the public making a presentation to the Board, either on the person's own behalf or as a representative of an organization or group.

Public Participation Meeting: means a publicly advertised special meeting called by the Board to hear from the public on a specific issue.

Personal Information: means recorded information about an individual as defined under the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\) of Ontario](#).

Regular Meeting: the public session of the Regular Meeting of the Board as defined in the Board by-laws.

POLICY STATEMENT:

The Board recognizes the importance of having members of the public present their viewpoints on library matters and encourages public participation in its decision-making. The Board provides opportunities for members of the public to participate at Regular Meetings or Public Participation Meetings or to send Correspondence to the Board.

1. General Rules

- 1.1. Any member of the public may be a Delegation or send Correspondence, either on the person's own behalf or as a representative of an organization or group, to present information, a viewpoint, or a concern regarding matters that are the responsibility of the Board.
- 1.2. A Delegation may be made at any Regular Meeting of the Board or at a Public Participation Meeting, in accordance with the by-laws of the Board.
- 1.3. The Board will accept and facilitate communication from members of the public with disabilities in accessible formats and through communication supports appropriate to their needs. Accommodations will be made available upon request.
- 1.4. Information disclosed as part of the Delegation and/or Public Participation Meeting will be in accordance with *MFIPPA* and Library policy.
- 1.5. Depending on the nature of the concern, the Board may refer Delegations or Correspondence to the Library CEO for further review or a resolution.

2. Delegation Responsibilities for Presentations

- 2.1. When a Delegation (person) makes a presentation to the Board, the Delegation is also welcome, but not required, to provide a written submission. Conversely, written comments may also be sent without presenting to the Board.
- 2.2. Delegations are expected to act with respect and consideration for others. They are to follow the Library's *Rules of Conduct* and the procedures of the Board. The Board Chair will maintain proper order during the meeting, as necessary.
- 2.3. In accordance with *MFIPPA*, the Delegation understands that notes taken of any presentation and/or written/transcribed submission at the meeting, along with the Delegation's name, will become part of the public record and will be published as part of the agenda and/or minutes of the meeting. These documents will also be posted to the Library website, where they are publicly available
- 2.4. Delegations may not provide Personal Information (including views or opinions) about an individual or an organization without prior permission from that individual or organization and shall advise the Board that permission has been given.
- 2.5. Personal Information about an individual or organization, received in Delegations, will not be published by the Board without written permission of the identified individual or organization, according to the requirements of *MFIPPA*.
- 2.6. Delegations may address the Board for a maximum of five minutes. The Board Chair, by a majority vote, may change the time limit given.

3. Board Responsibilities

- 3.1. The Board will provide its meeting agendas, reports and other documents in time to enable the public to participate. The Board will balance this deadline with other timelines in conducting its business.
- 3.2. The Board reserves the right to request additional information before granting Delegation status.

- 3.3. If issues or concerns are raised about a Library employee's performance (other than that of the CEO) as part of a Delegation, the Chair, in consultation with the Executive Committee of the Board, will direct the Delegation first to the CEO's office for resolution.
- 3.4. Should an issue or concern be raised about the CEO's performance as part of the Delegation, the Executive Committee of the Board will review the matter.
- 3.5. Board Members may ask questions of the Delegation in order to seek clarification or ask for additional information provided that the Board Member does not:
 - a. make any preamble to a question;
 - b. repeat any question previously asked; and/or,
 - c. debate with the Delegation.
- 3.6. Staff may also be asked to provide clarification or to confirm information.
- 3.7. If the number of Delegations exceeds what can reasonably be scheduled at any particular Regular Meeting, the Board Chair, in consultation with the Executive Committee of the Board, may move to:
 - a. defer a decision to a time at a Regular Meeting at which all the Delegations can be heard; or,
 - b. decide to hold a Public Participation Meeting, rather than hear from Delegations at a Regular Meeting.
- 3.8. Unscheduled Delegations at a Regular Meeting will require a majority vote of the Library Board in order to proceed.
- 3.9. After the Delegation(s) have been heard, the Board will move to take the appropriate action.

4. Correspondence

- 4.1. Correspondence related to Board matters may be sent to the London Public Library Board or the CEO, as the Secretary-Treasurer of the Board, regarding matters of Board interest.
- 4.2. Correspondence is formally received at the Board meeting and becomes part of the record of the public Board meeting as required under the [Ontario Public Libraries Act](#).
- 4.3. In order to be compliant with the *MFIPPA*, Personal Information about the author of the Correspondence will become part of the public record.
- 4.4. Personal Information about someone else who is not the author of the Correspondence will not be published by the Board without written permission of the identified individual, according to the requirements of *MFIPPA*.

INQUIRIES:

CEO & Chief Librarian