

Policy: Operational - Community Information

Department: Library

Effective Date: May 2014

Revision Date: June 2017

Next Year of Review: 2019

The Bruce County Public Library makes available information on community activities, agencies and organizations in order to facilitate access to resources within the community and as a partner in promoting community services and events. The library encourages the display of bulletins, brochures and posters regarding events in order that residents can fully participate in community activities. This policy sets out the types of information suitable for collecting, displaying and distributing in the library.

Section 1: Community Information Collection and Services

1. The library will collect and keep current information on the services of community agencies and organizations. This may include up-to-date information on:

- a) municipal services
- b) community groups
- c) educational organizations
- d) health and social services agencies and
- e) recreation and cultural institutions

2. The library will provide easy, convenient and confidential access to information on agencies and organizations.

3. The library staff will be knowledgeable about community agencies and organizations and capable of referring people appropriately and in a sensitive manner.

4. Customer confidentiality will be respected at all times.

Section 2: Community Information Displays in the Library

1. Where feasible and appropriate, the library will make available space to display materials about community activities and events.

2. The display of material does not constitute an endorsement of any group.
3. The library staff will place, post and remove all materials on the bulletin boards and in the brochure racks.
4. Materials will be accepted on a space available basis using the following priorities:
 - a) notices of library programs, events, activities and services
 - b) notices of community interest from the local municipality and agencies.
 - c) notices of cultural, educational and recreational events
5. All materials become the property of the Bruce County Public Library Board and the library will dispose of materials as it sees fit.
6. The library will not display or distribute:
 - a) materials that contravene the Ontario Human Rights Code, federal or provincial laws and regulations
 - b) materials whose primary focus is partisan or political in nature, however political materials may be eligible when it announces meetings and forums for discussion of community issues
 - c) faith-based materials whose primary purpose is the promotion of faith, however events sponsored by local religious groups may be displayed
 - d) materials advertising and promoting commercial products or services
 - e) personal ads and notices including notices of items for sale or rent
 - f) multiple copies of the same posting on the bulletin board
7. Any complaints or appeals will be resolved by the CEO.