

Policy: Operational - Community Information

Department: Library

Effective Date: May 2014

Revision Date: June 2021

Next Year of Review: 2023

The Bruce County Public Library makes available information on community activities, agencies and organizations 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. This access may be through print or electronic resources.

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 (Brochures and Posters)

1. The Library will make available space to display materials about community activities and events. These may be in the form of a poster, brochure, or pamphlet.
2. The display of material does not constitute an endorsement of any group.
3. The Library reserves the right to determine the suitability of display materials and may decline to display based on size, production quality or if listed below under unacceptable materials.
4. The library staff will place, post and remove all materials on the bulletin boards and in the brochure racks.
5. 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
6. All materials become the property of the Bruce County Public Library Board and the library will dispose of materials as it sees fit.

Section 3: Information Displays

1. The Library permits information displays. Information displays must not be for commercial, religious, or political purposes and are subject to available space.
2. The Library reserves the right to refuse a request for an information display, or to request an organization to staff the display.
3. Requests for display space can be made to the Library Supervisor at least two weeks before the desired date. Requests for display space at multiple branches can be made to the Library Director or designate.
4. Displays will be booked on a first come, first served basis.
5. Displays will be booked for a maximum of three days unless otherwise approved by the Library Director.
6. The Library will provide a dedicated space and chairs for the display.
7. Groups will not be permitted to sell items or solicit donations from staff or the public except for Remembrance Day poppies.

8. The Library is not responsible for items on display or the safe return of materials.

Section 4: Unacceptable Materials

1. 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

Section 5: Accountability

1. Requests to display or distribute materials in the Library will be handled in a fair and consistent manner. Decisions to refuse distribution or display of materials may be appealed in writing to the Library Director.

Related Documents

Bruce County Public Library - The Library and Political Elections