

Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-11

Policy Title: Community Information

Initial Approval Date: October 2012

Last Review/Revision Date: 2021

Review Date: 2025

The Madawaska Valley Public Library (the Library) makes available information on community activities, agencies and organizations in order to facilitate access to a broad spectrum of resources within the community, and as a partner in promoting community, county and regional services and events. The Library encourages the display of bulletins, brochures and posters regarding events so that residents and clients can fully participate in these activities. This policy establishes the types of information and materials 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 will include up-to-date information on:
 - a) Municipal, county and regional services
 - b) Community groups and organizations
 - c) Educational organizations and initiatives
 - d) Health and social services agencies
 - e) Religious, 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 be capable of referring clients appropriately and in a sensitive manner. Library staff will also refer individuals to the Ontario 211: Community and Social Service Help Line ([www. Ontario211.ca](http://www.Ontario211.ca)) when appropriate.
4. Client confidentiality will be respected at all times.

Section 2: Community Information Displays in the Library

1. The Library will make available space to display information and materials about community, county and regional events and activities.
2. The display of information and material does not constitute an endorsement of any group.
3. The Library staff will place, post and remove all information and materials on bulletin boards and in the brochure racks.

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4. Information and 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 local municipality(ies), and agencies
 - c) Notices of cultural, educational and recreational events
5. All information and materials become the property of the Township of Madawaska Public Library Board (the Board) and the Library will dispose of materials as it sees fit, unless prior arrangements have been made for the return of these to the originator.
6. The Library will not display or distribute:
 - a) Information or materials that contravene the *Ontario Human Rights Code*, federal or provincial laws and regulations
 - b) Faith-based information or materials whose primary purpose is the promotion of faith; however events sponsored by local religious groups may be displayed
 - c) Information or materials advertising and promoting commercial products or services
 - d) Personal ads and notices including notices of items or property for sale or rent
 - e) Multiple copies of the same posting on the bulletin board.
7. Any complaints or appeals will be resolved by the Chief Executive Officer (CEO) and/or the Board.

Section 3: Election Campaign Material

1. Material whose primary focus is partisan or political in nature cannot be displayed or distributed in the library with the following exceptions:
 - a) Political materials may be eligible when it announces meetings and forums for discussion of community issues
 - b) During an election the library will provide an area where candidates may make available up to 25 copies of their campaign brochure, if space allows.

Related Documents:

Policy Number **OP-18** **The Library and Political Elections**