
Policy Type: Operational

Policy No: OP-03

Policy Title: Community Information & Display Policy

Effective: July 27, 2022

Review Date: July 2026

The Grey Highlands 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 so 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 and applies to all staff and Library community partners.

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 services
 - b) Community groups
 - c) Educational organizations
 - d) Health and social services agencies and
 - 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 capable of referring people 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. Patron confidentiality will always be respected.

5. The Library reserves the right to assess the suitability and relative importance of display materials and may refuse to display materials based on size, poor production, incomprehensible content, or content that promotes unlawful practices.

Section 2: Community Information Displays in the Library

1. 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) Promotion of cultural, educational, and recreational events or activities of partner agencies.
5. Library staff will determine where and when to post all materials, information, and displays.
6. All bulletins, brochures, and posters or like materials, regardless of format, become the property of the Grey Highlands Public Library. The Library will dispose of them as it sees fit.
7. All physical items for a display will be left at the owner's risk and must be retrieved by the owner at an agreed upon date unless otherwise approved by the CEO. The Library does not accept responsibility for the safe return of materials.
8. The Library will not display or distribute:
 - a) Materials that contravene the Ontario Human Rights Code, federal or provincial laws and regulations.
 - b) Faith-based materials whose primary purpose is the promotion of faith, however events sponsored by local religious groups may be displayed.
 - c) Materials advertising and promoting commercial products or services.
 - d) Personal ads and notices including notices of items for sale or rent.
 - e) Multiple copies of the same posting on the bulletin board.

9. Any complaints or appeals will be resolved by the CEO.

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) Library-hosted non-partisan events to distribute information about the election process or all candidates.

Approved by the Grey Highlands Public Library Board:
Motion Number: #66-22

Related Documents

01-05-2018 The Library and Political Elections Policy