

Community Information Policy

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The Norfolk 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. Library staff are encouraged to provide information to members of the public requesting it, thereby improving access to municipal and community services.

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 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 access to information on agencies and organizations by designating spaces within the library Branch for display racks.
3. The library staff will be knowledgeable about community agencies and organizations and capable of referring people appropriately and in a sensitive manner.
4. Patron confidentiality will be respected at all times.

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 based on the following priorities and will be posted on the designated community bulletin board in each Branch:
 - a) notices of library programs, events, activities and services
 - b) notices of community interest from the local municipality, County Departments, and local non-profit agencies
 - c) notices of cultural, educational and recreational events
5. If space permits in a library Branch, a separate bulletin board for business opportunities can be created. This board will allow:
 - a) materials advertising and promoting commercial products or services
 - b) business cards and flyers including notices of items for sale or rent
6. If space permits, a separate bulletin board for the Friends of the Library (FOL) can be designated. The FOL will be responsible for posting and maintaining appropriate materials.
7. All materials become the property of the Norfolk County Public Library Board and the library will dispose of materials as it sees fit.
8. The library will not display or distribute:
 - a) materials that contravene the Ontario Human Rights Code, federal or provincial laws and regulations
 - b) materials that contravene Norfolk County Public Library policies, procedures, regulations or rules of conduct
 - c) multiple copies of the same posting in library display areas (except for library related programs)

Section 3: Distribution of Materials

1. The library may choose to distribute publications from cultural organizations and education institutions, as space allows, such as:
 - a) College and University calendars
 - b) Cultural festivals, events, brochures and recreation guides

Section 4: Electronic and Online Displays

1. The library may choose to display community information electronically on monitors and other display devices within or outside the library Branches. Guidelines regarding acceptable electronic material will be consistent with those for print.
2. Decisions regarding online promotion are at the discretion of the CEO or designate.

Section 5: Submission of Promotional Materials

1. Materials for display or distribution within the Library Branch will be submitted to the service desk of the Branch where it is requested to be displayed.
2. Materials will be reviewed by the Library staff to determine eligibility for display and or distribution.

Section 6: Election Campaign Material

1. In accordance with the election guidelines set out by Norfolk County, candidates may not use any municipally-provided facilities to promote their platforms for election–related purposes. Neither campaign related signs nor any other election-related material will be displayed in any municipally-provided facilities. (Policy CAO-09 –item c).
2. Library Branches may be used for polling stations. In this situation, signage about the election process will be allowed.
3. All candidates meetings may be hosted by the Library either as a library program or sponsored by another group, provided that all candidates are invited to attend. A candidate cannot be featured or promoted in association with any regular library program or event.
4. Candidates cannot use the library’s logo or slogan in any campaign material. Photographs of the exteriors of library buildings may be used in campaign materials to identify the library as a community asset.
5. Any complaints or appeals about this policy will be resolved by the CEO.