



Hastings Highlands Public Library

Area: Operational
Policy Title: Community Information
Policy Number: OP-09

Initial Policy Approval Date: November 26, 2013
Last Review: January 20, 2022
Year of next review: 2025

The Hastings Highlands 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 will include up-to-date information on:
 - municipal services
 - community groups
 - educational organizations
 - health and social services agencies and
 - 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.
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 on a space available basis using the following priorities:
 - notices of Library programs, events, activities, and services
 - notices of community interest from the local municipality and agencies
 - notices of cultural, educational, and recreational events
5. All materials become the property of the Hastings Highlands Public Library Board, and the Library will dispose of materials as it sees fit.
6. The Library will not display or distribute:
 - materials that contravene the Ontario Human Rights Code, federal, or provincial laws and regulations
 - 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
 - faith-based materials whose primary purpose is the promotion of faith; however, events sponsored by local religious groups may be displayed
 - materials advertising and promoting commercial products or services
 - personal ads and notices including notices of items for sale or rent
 - multiple copies of the same posting on the bulletin board
7. Any complaints or appeals will be resolved by the CEO.