Policy number: OP - 09
Policy type: Operational
Adoption date: October 15, 2026
Last review/revision:
Next review: 2030

Community Information

The Southgate 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 or activities so that residents can fully participate in community activities. This policy sets out the types of information suitable for collecting, displaying, and sharing in the library.

Section 1: Community Information Collection and Services

1. The library will maintain current information on the services of community agencies and organizations. This will include up-to-date information on, but not limited to:
    a. municipal services
    b. community groups
    c. educational organizations
    d. health and social services agencies, and
    e. religious, recreational, 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 respectful manner.

4. Patron confidentiality will be respected, except in cases where requirements of the law intervene.

Section 2: Community Information Displays in the Library

1. The library will make available physical space to display materials about community activities and events (such as a community information bulletin board).

2. The display of material does not constitute an endorsement of any group, activity, or event by the library.

3. The library staff handle all placement, posting, and removal of community information materials. Materials will be accepted based on available space and the appropriateness of the content, as determined by library staff, 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

4. All materials posted become the property of the Southgate Public Library Board and the library will dispose of materials as it sees fit.

5. 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
    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

6. Any complaints or appeals will be addressed by the CEO or designate.

Section 3: Election Campaign Material

1. Materials that are primarily partisan or political in nature may not be displayed or distributed in the library, except for:
    a. notices of open meetings or forums for the discussion of community issues; and
    b. non-partisan information about an election.

Related Documents

Southgate Public Library ***OP–15 The Library and Political Elections***