

## **Policy Statement**

The purpose of the Program Policy is to assist staff with program development by providing the necessary guidelines and to inform the Burlington community about the principles and criteria by which programs are created.

Programs are an integral part of service provided to the community by Burlington Public Library. They align to the mission and strategic priorities stimulating use of the Library and its materials while providing enjoyment and enlightenment of the community.

Programs are developed to respond to emerging public interest in addition to satisfying needs for literacy promotion and social inclusion. Programs in libraries encourage participation in civic life and addresses the cultural and leisure interests of the community.

Burlington Public Library upholds the principle of intellectual freedom embodied in the Canadian Federation of Library Associations Statement on Intellectual Freedom and Libraries. Burlington Public Library supports the rights of individuals to read, speak, view and exchange differing points of view on any subject. From time to time, the Library may present controversial programs in order to ensure public access and discourse to all sides of an issue. Community members take the responsibility to engage in conversation with dignity and respect even when there are opposing points of view.

## **Scope**

This policy applies to all library organized, co-sponsored and partnership events offered to the Burlington community.

This policy also applies to library programs offered through outreach opportunities at the location of partners, other community organizations or community events.

This policy does not apply to:

Programs offered by others on library premises where space or room is rented and governed by the terms and conditions of the Library's Room Rental Regulations.

## **Purpose of Library Programs**

A library program is an activity or event that promotes the use of library materials, facilities or services and/or offers the community an educational, entertaining, interactive and/or cultural experience.

Library programs will:

- Promote the use of library spaces, services and collections
- Subscribe to the basic principles of intellectual freedom and the open exchange of ideas and information
- Create and promote partnerships with a variety of organizations.
- Provide entertaining, recreational and educational experiences.
- Facilitate community cohesion and reduce social isolation by bringing community members together. Programs will be inclusive to all members of the community
- Promote conversation with dignity and respect. Comments that promote hatred toward an individual or group of individuals or run contrary to the laws in Canada about Freedom of Expression are not acceptable. Staff have the responsibility to ask disruptive and disrespectful participants to change their behaviour or leave the program.
- Be delivered within a Library building or in other suitable locations within the community. This may include virtual, online space.
- Be offered without charge to the community except in circumstances where charges are needed to recoup the library's costs of presenting the program. Admission may be charged for fundraisers held by the Library and must be approved by the Senior Management Team. Library staff may waive fees, at their discretion, to provide equitable access for all community members.

### **Delivery of Events and Programs**

- Programs are developed according to Burlington Public Library's program strategy and framework.
- Programs are planned and developed according to an outlined schedule reflecting community needs and interests.
- Outreach programs are developed according to Burlington Public Library's outreach strategy and framework.
- The Library may set age limits or guidelines for program participation when the program is best suited to a particular age group or audience.
- Content of events and programs will be presented by staff or may feature experts from the community including:
  - Authors and illustrators
  - Performers
  - Experts from community partnerships
  - Community members with expertise relating to the programming topic
- The Library may allow presenters to display products or books for purchase.

- The Library reserves the right to cancel or reschedule programs as necessary and will make every effort to notify participants and the community in advance.
- Liability insurance is required for all programs in Library premises. For organizations and independent contractors that are hired to promote their products and/or services that have insurance, proof must be provided in advance with Burlington Public Library and the City of Burlington named on the certificate.

### **Program Evaluation**

The Library regularly evaluates community response to and suggestions for events and programs. It also reviews community profiles and uses various mechanisms to gather community input to assist in program development. Programs are designed with measurable outcomes and evaluated as needed.

The Library has a process for community feedback and expressions of opinions about programs.

Adapted from the Programming Policy of Kingston-Frontenac Public Library, Vancouver Public Library, Huntsville Public Library and Hamilton Public Library.

Effective Date: January 2020

Projected Review Date: January 2023

Motion #/Date: #19-73, Dec 2019

Amended Dates:

Associated Policies: Related Policies: Room Rental Regulations; Accessibility Policy; Code of Conduct; Confidentiality of Customer Records; Access to Collections and Services; Community Support Program