

CITY OF  
CANADA BAY  
LIBRARY  
SERVICES

## DISPLAY OF COMMUNITY INFORMATION MATERIALS POLICY

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## Objectives

The objectives of this policy are to:

- define the types of information materials which are suitable for distribution and display within the City of Canada Bay Library Service; and
- explain the conditions for the distribution and display of such materials.

## Scope

This policy applies to any organization, group or individual wanting to provide information in the form of posters, flyers and brochures and other material to be publicly displayed at the City of Canada Bay Libraries.

## Definitions

- 'City of Canada Bay Libraries' or 'the library' refers to Concord and Five Dock libraries.
- 'Community Information' refers to information that assists the community to access relevant services that help with their day to day lives and general well-being. This information should be readily available to everyone who resides, works or studies in the local area. It includes information relating to aged services, arts and culture, children and family, disability services, education, environment, faith, government, health, indigenous, legal, multicultural, recreation, service, social groups, support services and youth services.
- 'Community Information Material' refers to printed material (e.g. posters, flyers, brochures, booklets, etc.) which promote or inform about a particular community information service, group or organisation.

## Principles

### Suitability of Information Materials

The library will provide at its discretion limited space for the distribution of community information materials, free handouts or the posting of flyers, notices, and posters, which present current and relevant news about non-profit educational, cultural, public interest and recreational services.

Materials promoting business or commercial ventures, political campaigns or viewpoints, or doctrinal beliefs will not be accepted for distribution. Petitions, personal sales or advertisements, job postings or rooms to let and "flatmate wanted" advertisements will not be accepted for distribution.

### Duration of Display

Due to space limitations, community information materials will usually be displayed for a period of no more than one (1) month. This may be varied at the discretion of the Library Coordinators.

### Permission to Display

No material shall be displayed in the library without first receiving permission from the Library Coordinator. In all instances the Manager Library Services reserves the right to refuse any item that is considered to be too commercial, in bad taste, or of doubtful value.

### Disclaimer

Posting of notices and distribution of material does not imply endorsement by the library.

## Responsibilities

All Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

## Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

## Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to [library@canadabay.nsw.gov.au](mailto:library@canadabay.nsw.gov.au).
- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinators and if still unresolved then referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

The General Manager  
City of Canada Bay  
Locked Bag 1470 Drummoyne NSW 1470  
Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)